LINKPOINT 3000

REFERENCE MANUAL
RESTAURANT VERSION
APPLICATION ID LFRST23

LinkPoint® INTERNATIONAL

LFRST23
V 1.0

LINKPOINT 3000 Reference Manual—Restaurant Version/LFRST23
FDRMS-Omaha
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Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide a reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Caution: Danger of explosion if lithium battery is incorrectly replaced. Replace battery only with the same of equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

TABLE OF CONTENTS

INTRODUCTION 1
Printers 1
PINpad Devices 1

GETTING STARTED 2
Unpacking 2
Installation 3
Maintenance 4
Returning the Terminal for Service 4

TERMINAL FEATURES 5
Software Features 5
Hardware Features 7
LinkPoint 3000 Specifications 11

BOOT MODE FUNCTIONS 12
Boot Mode Passwords 12
Cold Boot 12
Date and Time Setup 13
Printer Port Setup 14
RS232 Port Setup 15
PINpad Port Setup 16
Model Number 17
Clear Memory 18

TERMINAL DIAGNOSTICS 19
Display Test —Press [1] 19
Keyboard Test — Press [2] 20
Clock Test — Press [3] 20
Dialer Test — Press [4] 20
Line Voltage Test — Press [5] 21
Modem Originate Test — Press [6] 21
Modem Answer Test — Press [7] 22
Cardreader Test — Press [8] 23
Serial Port Test — Press [9] 24
Memory Analysis — Press [0] 24

DOWNLOAD PROCEDURES 26
Telephone Download (No application loaded) 26
Telephone Download (Shortcut with Application already loaded) 27
Direct PC-to-POS Download 28
Direct PC-to-POS Download (Shortcut) 30
POS-to-POS (Master / Slave) Download 31

DOWNLOAD PARAMETERS 33
Field Type Codes 33
Memory Locations 33
Password Protect Settings 36
Telecheck Check Service Information 37
Telecheck Check Service Prompt Options 37
Equifax Check Service Information 38

BASIC OPERATION 40
Transaction Keys 40
Using the Cardreader 40
Backspace Key 40

The Calculator 41

LOCAL FUNCTIONS 42
Printer Enable / Disable 42
Dial Prefix (PABX) 42
Dial Suffix 43
Demo Mode Enable / Disable 43
Technical Specification Printout 44
Batch Number Setting 44
View Merchant ID, Device ID, Primary Phone / Change Phone Numbers and Device ID 45
Clear Batch 46
View Last Response From Host 47

STANDARD KEY OPERATIONS 48
DINE IN / BAR TAB & TAKE OUT 49
ADDING TIPS (REQUIRED TO CLOSE BATCH) 55
CLOSING BAR TAB (REQUIRED TO CLOSE BATCH) 58
ADJUST AMOUNT (FOR NEW TOTAL) 60
ATM / DEBIT CARD SALE 62
RETURN 65
ATM / DEBIT CARD RETURN 68
AUTHORIZATION ONLY 71
TICKET ONLY (OFFLINE) 74
VOID 78
REVIEW 80
REPRINT 93
CLOSE BATCH 95

APPENDIX A—PROMPTS 97

APPENDIX B—TROUBLESHOOTING GUIDELINES 102

GLOSSARY 103

INDEX 106

INTRODUCTION

Congratulations on your choice of the LinkPoint 3000 point-of-sale (POS) terminal. The LinkPoint 3000 is ideal for processing restaurant transactions. Scientifically engineered to exceed the quality found in current terminal technology, the LinkPoint 3000 combines user-friendly operation with soft programmable functions. The screen-addressable keys and an innovative, backlit display make terminal operation quick and easy. With expanded serial ports, the LinkPoint 3000 is compatible with all major printers. The terminal also contains additional serial ports for PINpads, check readers, and other peripherals.

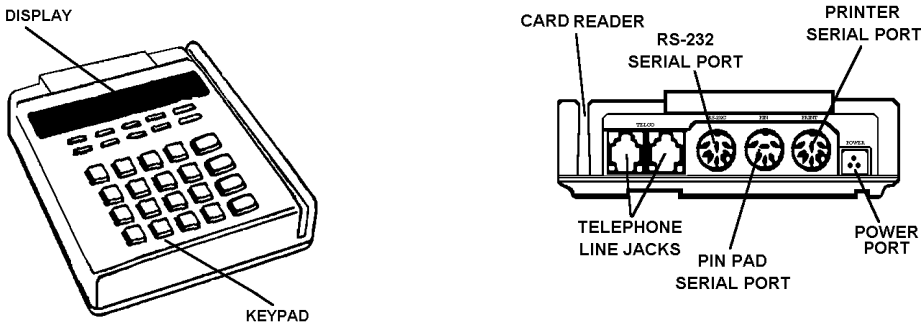


Figure 1

This manual includes step-by-step guides through specific transactions and operations, and shows how to keep the terminal in peak operating condition. Words that appear in capital letters and brackets, [LIKE THIS], stand for keys on the terminal keypad. Words that appear in capital letters without brackets, LIKE THIS, stand for display messages.

Printers

The LinkPoint 3000 terminal supports all major terminal printers. The terminal is compatible with: LinkPoint's PrintPoint 1000, PrintPoint 3000, VeriFone's P250, PrintPak 350, P900 and Citizen's iDP3530 and iDP562 printers. Printers attach easily to the LinkPoint 3000 terminal with a connecting cable. If a merchant does not use an electronic printer, a manual imprinter is normally provided to produce transaction records for both the merchant and the customer.

PINpad Devices

The LFRST23 Restaurant application programmed in the LinkPoint 3000 terminal supports VFI PINpads 101, 1000, 201, 2000 for Debit transactions. The PINpads attach easily to the PINpad connector on the back of the terminal (please refer to the PINpad manual for installation and operating instructions). The Master/Session encryption method is supported.

GETTING STARTED

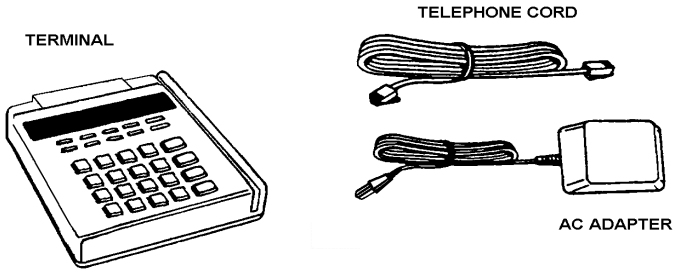
Unpacking

Carefully inspect the shipping carton and its contents for any damage that may have occurred during shipping. If the terminal is damaged, file a claim immediately with the shipping company or carrier and notify LinkPoint International.

Do not try to use a damaged terminal!

To unpack the LinkPoint 3000:

1. With the shipping carton right side up, open the carton's lid.
2. Lift the terminal, its AC adapter and line cord with modular plugs up and out of the box.
3. Remove the terminal from its protective bubble wrap and place the bubble wrap back in the shipping carton. Remove the AC adapter from its protective box and return the box to the shipping carton. Close the shipping carton and save the shipping materials so that the unit can be repacked for shipping or moving in the future.
4. Place the terminal on a desk or tabletop. When choosing a place for the LinkPoint 3000 terminal, avoid areas with:
   - Direct sunlight or objects that radiate heat
   - Excessive dust
   - Electrical devices that cause excessive voltage variations such as air conditioners, space heaters, fans, or high-frequency security devices



Shipping Carton Contents
Figure 2

Installation

Installing the LinkPoint 3000 terminal is simple and requires no tools.

1. Connect the AC adapter's triangular end to the power input at the rear of the LinkPoint 3000 terminal (Figure 3).

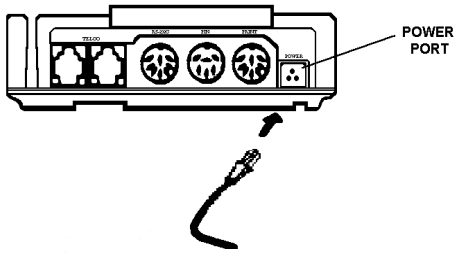


Figure 3

2. Plug the adapter into a 120V electrical outlet (Figure 4) or into a quality surge suppressor.

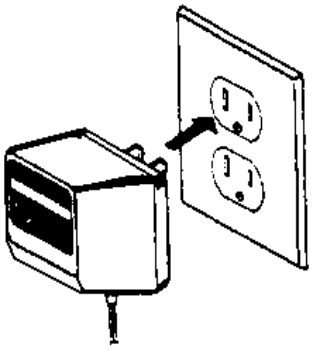


Figure 4

3. Insert one end of the telephone line cord into one of the modular jacks at the rear of the terminal. Insert the other end of the line cord into a modular telephone wall jack, just as one would connect a telephone (See Figure 5). The modular plug may be inserted directly into the wall jack, or use a 4-prong adapter (not included) for older 4-prong jacks.

Note: A standard telephone may be connected to the other modular jack at the rear of the terminal.

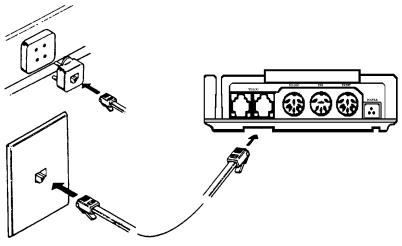


Figure 5

4. If the PrintPoint 1000, PrintPoint 3000, VeriFone P250, P900, PrintPak350, Citizen iDP3530 iDP562 or other compatible printer is used with the LinkPoint 3000 terminal, please refer to the manual packaged with the printer for installation and operating instructions.

5. When the terminal is plugged in, it will display the message APP. NOT AVAILABLE (unless an application is pre-downloaded).

Maintenance

The LinkPoint 3000 system does not need preventive maintenance. However, LinkPoint International does recommend periodic cleaning of the keypad, using a soft brush to remove any dust. Because the terminal can be damaged by liquids, do not spray liquid cleaners directly on the terminal. Always apply the cleaner to the cloth before cleaning the terminal. To avoid costly downtime, LinkPoint International also recommends protecting the terminal with a surge protector.

Returning the Terminal for Service

LinkPoint International has both warranty and non-warranty LinkPoint 3000 services. Refer to your sales agreement for specific details on coverage. To repair or replace the LinkPoint 3000 terminal, contact LinkPoint International.

TERMINAL FEATURES

Software Features

The LinkPoint 3000 LFRST23 Restaurant application includes:

- A Sale key used for Dine-In, Bar Tab and Take-Out transactions (Bar Tab feature will be available with the LFRST23 application).
- A special adjust key ([+] key) to add tips and close out Bar Tabs.
- An option to add tips by Server ID or by item number.
- An item review feature for viewing all transaction details, including each transaction's actual date and time.
- The ability to view the terminal's totals by card type, or individual transaction details by item number.
- The numbering of all captured transactions for easy review.
- A READY message on line 1 of the display that tracks the number of transactions available in the current batch.
- Six custom header lines for receipts and reports, as well as three flexible customer agreement lines and two trailer message lines.
- Easy-to-read descriptions of the transaction details, displayed through item review, detail, or summary reports.
- A missing tip report and the ability to correct a tip amount before closing the batch.
- An Open Bar Tab report.
- A pre-print function to begin printing after the user slides the card or manually enters the card number information.
- Server Identification (up to four digits).
- Individual Server and Server totals reports.
- Option to adjust tip using Server ID or Item #.

TERMINAL FEATURES

- The capability of reading both track 1 and track 2 card data to allow printing of the cardholder's name under the signature line on credit card receipts. This feature also enables the terminal to accept ATM / Debit cards.
- CASH BACK and tiered TRANSACTION FEE options available with ATM / Debit processing.
- The ability to add tip via the PINpad for ATM / Debit sales.
- Special instructional reminders on the display and on the receipts.
- Compatibility with the new PrintPoint 1000 printer, VeriFone's P250, P900, PrintPak350, and Citizen's iDP3530, and iDP562.
- A summary report that prints separate bank card, credit card, ATM / Debit, and check processing transactions.
- A special optional report to separate Dine-In, Bar Tab and Take Out sales.
- Fraud control features (i.e., entry of the last four digits).
- Calculator functions.
- Can now choose whether or not to obtain new authorization when closing Bar Tab.
- Ability to add incidentals like dessert or coffee to the original ticket transaction amount (requires password for access).
- Improved Summary Report for credit and debit transactions.
- Enhanced Item Detail Report to include all Debit Card transaction details (food / beverage, tip, cashback, surcharge and total).
- PINpad 101 / 1000 and 201 / 2000 capability.
- Option added to permit tip entry on PINpad or on terminal keypad for Debit Card sales.
- Available terminal functions include: dial prefix and suffix entry, ability to both view and change the merchant number, phone number and device ID.
- On non-approvals, the message from the host and the remainder of the receipt will print above the tear off edge.
- Telecheck and Equifax check warranty services.

- Preprint modified to eliminate printing of cardholder's account number until transaction is approved.
- Ability to retrieve the most recent message from the host.
- Double entry requirement to confirm amounts entered for $1,000.00 or greater.
- The ability to process up to 500 transactions in one batch.
- Special Dial String Codes to enable the terminal to dial out under special circumstances such as many terminals on one phone line or multiple phone line systems.

Hardware Features

The most important hardware components of the LinkPoint 3000 terminal are the display panel, the cardreader and the keypad. Their features are detailed below in the description of each component.

The Display Panel

Each LinkPoint 3000 terminal has a built-in display panel capable of displaying up to 20 letters or numbers (See Figure 8). The backlit characters and plastic screen enhance readability while reducing glare. The 20-character, two-line display easily accommodates most display messages. The LinkPoint 3000 terminal also supports a scrolling feature that allows users to read messages longer than 20 characters.

Figure 8

The Cardreader

The LinkPoint 3000 terminal comes with a Dual Track magnetic cardreader, so the terminal can read both track 1 and track 2. The cardreader reads the cardholder's account number, expiration date, name (track 1 only) and security data from the magnetic stripe on the back of all major credit cards and bank cards.

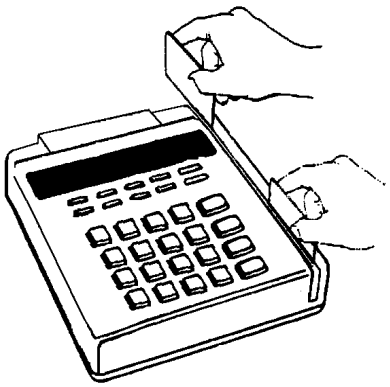
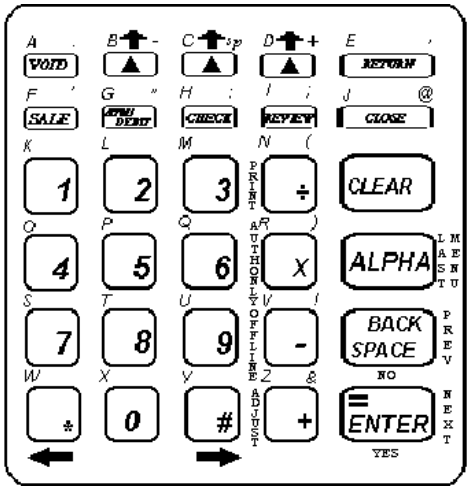


Figure 9

Note: When sliding the card (bidirectional), face the magnetic stripe down and away from the keypad.

The Keypad and Key Functions

Transactions are performed via the terminal's keypad (See Figure 10). The keypad allows users to select transaction types and enter information. The three green arrow keys are an updated feature on the LinkPoint 3000. This change assists both the merchant and the Help Desk when processing transactions, printing reports, and troubleshooting.



LinkPoint 3000 Terminal Keypad
Figure 10

As Figure 10 illustrates, the LinkPoint 3000 terminal keypad has 30 keys that can be used to select numbers or letters, choose functions, or enter data. During transactions, the number keys and the "soft" [▲] keys are used to respond to prompts or to enter alphanumeric data.

Entering Alphanumeric Data from the Keypad

The LinkPoint 3000 keypad has 30 keys that can be used to enter as many as 47 different alphanumeric characters (please see chart on next page). To enter numbers and special characters (i.e., +) simply press the appropriate key. Alpha characters can be entered in one of two modes: single or locked. The "single" mode is selected by pressing the [ALPHA] key once followed by the corresponding character key. For example, to enter the letter "A" press [ALPHA] [A]. The "locked" mode is selected by pressing the [ALPHA] key twice followed by the corresponding character keys. For example, to enter the word "LINKPOINT" press [ALPHA] [ALPHA] [L] [I] [N] [K] [P] [O] [I] [N] [T]. To release the "locked" upper case mode, press the [ALPHA] key once.

LINKPOINT 3000 ALPHA / SYMBOL ASSIGNMENTS		
Key Assignment	**ALPHA MODE [ALPHA] is depressed once or twice prior to pressing the corresponding key**	**Symbol displayed when pressing the corresponding key directly (NO ALPHA KEY)**
Void	A	. (period)
Left ▲	B	- (hyphen)
Center ▲	C	Space
Right ▲	D	+
Return	E	, (comma)
Sale	F	‘ (apostrophe)
ATM / Debit	G	“ (quote)
Check	H	: (colon)
Review	I	; (semi-colon)
Close	J	@ (“at”)
1	K	1
2	L	2
3	M	3
÷	N	(
4	O	4
5	P	5
6	Q	6
X	R	)
7	S	7
8	T	8
9	U	9
–	V	!
*	W	* (asterisk)
0	X	0
#	Y	# (pound)
+	Z	& (ampersand)

LinkPoint 3000 Specifications

Microprocessor	Z180 CPU operating at 12.288 MHz
Memory	128k EPROM and 256k battery-backed RAM (standard); up to 1 megabyte (optional)
Display	Two-line 20 character LCD back-lit display
Keypad	30 key alphanumeric keypad Audio feedback tone (short tone for legal key entry, longer tone for illegal key entry)
Cardreader	Track 1 and track 2, bidirectional magnetic stripe cardreader
Communications	Internal modem with modular jack Standard Bell 103/212A series, V.21 and V.22 high-speed dial-up modem, 300 and 1200 baud
Peripheral Ports	3x RS232 serial ports for PINpad, roll printers, slip printers, bar code wands, etc.
Power Connector	Three-pin male-DIN power connector
Telco Connector	Six-position modular jack
Operating Environment	32º to 104º F, 0º to 40º C Humidity: 5% to 90% relative humidity; no condensation
Power Requirements	Voltage: 120 volts AC, 60 HZ Power: 10W
Dimensions	Height: 1.98 in (50.4 mm) Width: 5.60 in (143.1 mm) Depth: 6.50 in (165.4 mm)
Weight	Shipping Weight: 2.74 lb. (1.24 kg)

BOOT MODE FUNCTIONS

The LinkPoint 3000 boot mode allows access to certain Operating System, Hardware, and Diagnostic functions, including: date and time setup, terminal diagnostics, clear memory (application and data), port setup, and application download. Application download procedures are covered in detail beginning on page 26. This section explains how to:

1. Set the correct date and time
2. Use terminal diagnostics
3. Setup ports
4. Erase the RAM

✓ **If the LP2000 displays APP. NOT AVAILABLE on line 1 of the display and TIME LOAD SETUP on line 2, it is already in boot mode. When in boot mode with an application already loaded, line 1 displays CLEAR TO RESUME, while the display on line 2 is also TIME LOAD SETUP.**

Boot Mode Passwords

- If an application is already downloaded into the LinkPoint 3000 terminal (i.e. display reads READY XXX), the procedure to gain access to the boot mode is: **hold down [ALPHA], press [7] [1] [3] [9] and release [ALPHA]**.

- While in the boot mode, if the LP2000 terminal prompts for password entry, key in the password **[4] [6] [5] [1] [0] [7] [0] and press [ENTER]**.

Cold Boot

The cold boot feature can be used to clear the terminal's memory (RAM). This feature should always be used under the guidance of a qualified service representative, and should only be done to clear a corrupted application or to perform download tests. To access this feature, with the terminal's power off, hold down the [CLEAR] key and plug in the power cord:

Display Message	**Operator Action**
Enter password: [▲] [▲] [▲]	Key in the default password of [4] [6] [5] [1] [0] [7] [0] or the password assigned by the bank / ISO or FDMS Help Desk and press [ENTER].
CLEAR to cold start Any other to resume [▲] [▲] [▲]	Press the [CLEAR] key to erase the memory (RAM) or any other key to reboot the terminal.
LP-3000,3.*X*,*MMDDYY* Select Test Number [▲] [▲] [▲]	Press the [*] key to reset the terminal to the "App Not Available" display.

Date and Time Setup

To set the correct date and time follow the procedures outlined below.

Display Message	Operator Action
READY XXX JAN-02-00 SUN 10:30P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the left [▲] key to select TIME.
01/02/00 10:30:41 Date Time [▲] [▲] [▲]	Press the left [▲] key to select DATE.
Enter password: [▲] [▲] [▲]	Key in the default password of [4] [6] [5] [1] [0] [7] [0] or the password assigned by the bank/ISO or FDMS Help Desk and press [ENTER].
Enter new date MM/DD/YY [▲] [▲] [▲]	Key in the correct date and press [ENTER].
01/03/00 10:30:41 Date Time [▲] [▲] [▲]	Press the right [▲] key to select TIME.
Enter new time HH:MM [▲] [▲] [▲]	Key in the correct time using 24-hour format (3:30p.m.=15:30) and press [ENTER].
01/03/00 12:00:01 Date Time [▲] [▲] [▲]	Press [CLEAR] twice to reboot terminal and return to the Ready prompt.

Printer Port Setup

To change the printer port factory defaults follow the steps outlined below. The default settings are compatible for use with most LinkPoint, VeriFone, and Citizen printers. **There is usually no need to change these settings**. Standard Default: Baud= 9600, Parity= Even.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the left [▲] key to select PORTS.
Port setup Printer RS232 Pinpad [▲] [▲] [▲]	Press the left [▲] key to select PRINTER.
Printer setup Baud Parity [▲] [▲] [▲]	Press the left [▲] key to select BAUD to change the baud rate of the printer port.
Current baud: 9600 1200 2400 9600 [▲] [▲] [▲]	Select the correct baud rate. Press the [▲] key below your choice to select it and press [CLEAR].
Printer setup Baud Parity [▲] [▲] [▲]	Press the right [▲] key to select PARITY.
Current parity: Even Even None Odd [▲] [▲] [▲]	Select the correct parity. Press the [▲] key below your choice to select it and press [CLEAR] five times to reboot the terminal.

RS232 Port Setup

To change the RS232 port factory defaults follow the steps outlined below. The default settings are designed to be used for direct RS232 and Master-Slave (POS-to-POS) downloads. Standard Default: Baud= 19200, Parity= None. **There is usually no need to change these settings**.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the left [▲] key to select PORTS.
Port setup Printer RS232 Pinpad [▲] [▲] [▲]	Press the middle [▲] key to select RS232.
RS232 setup Baud Parity [▲] [▲] [▲]	Press the left [▲] key to select BAUD.
Current baud: 19200 1200 2400 9600 [▲] [▲] [▲]	Select the correct baud rate (default is 19200). Press the [#] key to see other options. Press the [▲] key below your choice to select it and press [CLEAR].
RS232 setup Baud Parity [▲] [▲] [▲]	Press the right [▲] key to select PARITY.
Current parity: None Even None Odd [▲] [▲] [▲]	Select the correct parity (default is None). Press the [▲] key below your choice to select it and press [CLEAR] five times to reboot the terminal.

PINpad Port Setup

To change the PINpad port factory defaults follow the steps outlined below. The standard default settings are: Baud= 1200, Parity= Even.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the left [▲] key to select PORTS.
Port setup Printer RS232 Pinpad [▲] [▲] [▲]	Press the right [▲] key to select PINPAD.
Pinpad setup Baud Parity [▲] [▲] [▲]	Press the left [▲] key to select BAUD.
Current baud: 1200 1200 2400 [▲] [▲] [▲]	Select the correct baud rate (default is 1200). Press the [▲] key below your choice to select it and press [CLEAR].
Pinpad setup Baud Parity [▲] [▲] [▲]	Press the right [▲] key to select PARITY.
Current parity: Even Even None Odd [▲] [▲] [▲]	Select the correct parity (default is Even). Press the [▲] key below your choice to select it and press [CLEAR] five times to reboot the terminal.

Model Number

Follow the procedures outlined below to find out the terminal model (version) of the ROM and RAM.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the middle [▲] key to select MODEL.
Model 256k ROM <ver> RAM [▲] [▲] [▲]	Press the left [▲] key to select ROM.
ROM Version: OS 3.0 [▲] [▲] [▲]	Terminal displays ROM version. Press [CLEAR].
Model 256k ROM <ver> RAM [▲] [▲] [▲]	Press the left [▲] key to select RAM.
RAM Version: V00.00B [▲] [▲] [▲]	Terminal displays the application (in RAM) version. Press [CLEAR] four times to reboot the terminal.

Clear Memory

This irreversible function erases the terminal's memory (RAM) and should only be accessed with the assistance of a qualified service representative. Follow the procedures outlined below to erase the terminal's RAM.

WARNING: After erasing the RAM, a full download must be performed to restore the application to the terminal's memory.

Display Message	**Operator Action**
READY XXX JAN-06-97 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the right [▲] key to select TEST.
Test Mem Clear Diags [▲] [▲] [▲]	Press the left [▲] key to select MEM CLEAR.
Enter password: [▲] [▲] [▲]	Key in the default password of [4] [6] [5] [1] [0] [7] [0] or the password assigned by the bank / ISO or FDMS Help Desk and press [ENTER].
Clear: Are you sure? Yes No [▲] [▲] [▲]	Press the left [▲] key to select YES and confirm memory clear.
App. not available Time Load Setup [▲] [▲] [▲]	The memory was successfully cleared.

TERMINAL DIAGNOSTICS

The LinkPoint 3000 diagnostics option tests the different hardware components of the terminal. Follow the procedures outlined below to initiate the diagnostics menu. Diagnostics are intended for use primarily by repair depots, technicians, and for POS support service centers.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the right [▲] key to select TEST.
Test Mem Clear Diags [▲] [▲] [▲]	Press the right [▲] key to select DIAGS.
Enter password: [▲] [▲] [▲]	Key in the default password of [4] [6] [5] [1] [0] [7] [0] or the password assigned by the bank / ISO or FDMS Help Desk and press [ENTER].
LP-3000,3.0,01/29/99 Select Test Number [▲] [▲] [▲]	At this point, the LinkPoint 3000 terminal prompts the user to choose from the ten tests it can perform. To select a test simply press the appropriate number key.

Display Test —Press [1]

Display Message	Operator Action
Display Test [▲] [▲] [▲]	Please wait...
0123456789ABCDEFGHIJ KLMNOPQRSTUVWXYZ{\}^ [▲] [▲] [▲]	Please wait...
#################### #################### [▲] [▲] [▲]	At this point this you can press [ENTER] to continue the diagnostics testing or press [CLEAR] to exit the testing.

Keyboard Test — Press [2]

Display Message	Operator Action
Keyboard Test Left>Right, Top>Bot [▲] [▲] [▲]	Press every key starting from the top-left section and working to the bottom-right.
Keyboard Test All Keys Are OK! [▲] [▲] [▲]	Press [CLEAR] to end keyboard test.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Clock Test — Press [3]

Display Message	Operator Action
Clock Test 12/31/99 23:59:55 [▲] [▲] [▲]	Please wait five seconds as clock changes to 01/01/00.
Clock Test 01/01/00 00:00:00 [▲] [▲] [▲]	Press [CLEAR] to end clock test.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Dialer Test — Press [4]

Display Message	Operator Action
Dialer Test Pulse Tone [▲] [▲] [▲]	Press the left [▲] key to select PULSE.
Dialer Test Dialing With Pulse [▲] [▲] [▲]	Please wait while test is performed.
Dialer Test Dialing Complete [▲] [▲] [▲]	Please wait...

Display Message	Operator Action
Dialer Test Pulse Tone [▲] [▲] [▲]	Press the right [▲] key to select TONE.
Dialer Test Dialing With Tone [▲] [▲] [▲]	Please wait while test is performed.
Dialer Test Dialing Complete [▲] [▲] [▲]	Please wait...
Dialer Test Pulse Tone [▲] [▲] [▲]	Press [CLEAR].
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Line Voltage Test — Press [5]

Display Message	Operator Action
Line Voltage Test In Works [▲] [▲] [▲]	Please wait...
Line Voltage Test Line Free [▲] [▲] [▲]	Test was successful. Press [CLEAR] to end Line Voltage Testing.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Modem Originate Test — Press [6]
(Diagnostics #6 and #7 are interactive. Test #6 requires a dial up to separate LP 3000 terminal.)

Display Message	Operator Action
Modem Originate Test Enter Tel # To Dial [▲] [▲] [▲]	Key in telephone number to dial.
Modem Originate Test Wait for DTD	Please wait...

[▲] [▲] [▲]

Display Message	Operator Action
Modem Originate Test Dialing [▲] [▲] [▲]	Please wait...
Modem Originate Test Carrier Det [▲] [▲] [▲]	Please wait...
Modem Originate Test Connect 1200 [▲] [▲] [▲]	Please wait...
Modem Originate Test RS-232 9600, N , 8 , 1 [▲] [▲] [▲]	Test was successful. Press [CLEAR] to end Modem Originate Test.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Modem Answer Test — Press [7]

(Diagnostics #6 and #7 are interactive. Test #7 requires that separate LP3000 terminal dial to the terminal being used.)

Display Message	Operator Action
Modem Answer Test Wait for Ring [▲] [▲] [▲]	The modem is waiting for a call.
Modem Answer Test Connect 1200 [▲] [▲] [▲]	When a call is received, the modem tries to connect.
Modem Answer Test No Carrier [▲] [▲] [▲]	Press [CLEAR] to end Modem Answer Test.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Cardreader Test — Press [8]

Display Message	Operator Action
Clear to Restart TK1 TK2 TK1&2 [▲] [▲] [▲]	Press the left [▲] key to test the cardreader's ability to read track 1 data.
Swipe Card S:00 [▲] [▲] [▲]	Swipe card.
%B0227271714569^CARD Track 2 absent S:04 [▲] [▲] [▲]	To auto scroll right/left hold down the [#] key and the [*] key respectively or press [CLEAR] to end cardreader track 1 testing.
Clear to Restart TK1 TK2 TK1&2 [▲] [▲] [▲]	Press the middle [▲] key to test the cardreader's ability to read track 2 data.
Swipe Card S:00 [▲] [▲] [▲]	Swipe card.
Track 1 absent S:07 ;0227271714569-9612 [▲] [▲] [▲]	To auto scroll right/left hold down the [#] key and the [*] key respectively OR press [CLEAR] to end cardreader track 2 testing.
Clear to Restart TK1 TK2 TK1&2 [▲] [▲] [▲]	Press the right [▲] key to test the cardreader's ability to read both track 1 and track 2 data.
Swipe Card S:00 [▲] [▲] [▲]	Swipe card.
%B0227271714569^CARD ;0227271714569-9612 [▲] [▲] [▲]	To auto scroll right/left hold down the [#] key and the [*] key respectively OR press [CLEAR] to end cardreader track 1 & 2 testing.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Serial Port Test — Press [9]

Display Message	Operator Action
Serial Port Test PRN PIN 232 [▲] [▲] [▲]	Please wait...
PRN PIN 232 OK! OK! OK! [▲] [▲] [▲]	Terminal will display status of ports and beep. Press [CLEAR] to end test.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Memory Analysis — Press [0]

Display Message	Operator Action
Installed Memory ROM: 128K RAM: 256K [▲] [▲] [▲]	Please wait…
Testing ROM LRC's [▲] [▲] [▲]	The terminal begins a ROM (Read Only Memory) analysis.
ROM: 64 128 TEST *** *** [▲] [▲] [▲]	
ROM: 64 128 TEST OK! OK! [▲] [▲] [▲]	
Testing RAM CRCs [▲] [▲] [▲] *(optional)*	The terminal automatically begins a RAM (Random Access Memory) analysis. (This analysis is performed only when there is NO application loaded.)
RAM: LOW HIGH TESTCOM1/BANKBANK [▲] [▲] [▲] *(optional)*	
RAM: LOW HIGH TEST OK!/OK! OK! [▲] [▲] [▲]	

(optional)

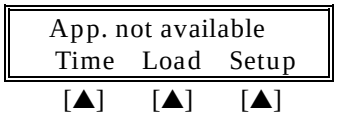
Display Message	**Operator Action**
LP-3000,3.3,03/24/99 Select Test Number [▲] [▲] [▲]	Press any number key to resume diags testing. Press [CLEAR] to exit diags mode.

DOWNLOAD PROCEDURES

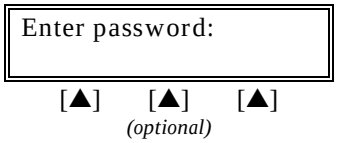
There are three methods of downloading the application into the LinkPoint 3000: 1) remotely via telephone, 2) PC-to-POS, and 3) POS-to-POS. Unless an application has been pre-downloaded, the terminal will initially display the message APP. NOT AVAILABLE. If a full or a partial download is selected, the terminal will prompt the user to enter any missing fields (i.e., application ID) and will automatically return to the first empty field.

Telephone Download (No application loaded)

The telephone download requires the use of a remote PC with the software necessary to accept incoming download requests (i.e., Zontalk 2000™). Follow the procedures outlined below to setup the LinkPoint 3000 terminal for a modem download. **When the terminal displays 'APP. NOT AVAILABLE' on line 1 of the display, a FULL download must be initiated.**



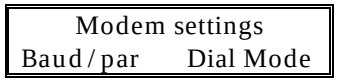
Press the middle [▲] key to select LOAD.



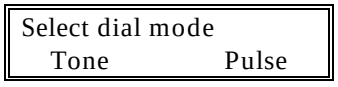
If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDMS Help Desk.

Press the right [▲] key to select SET PORT.

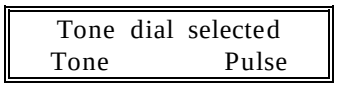
Press the left [▲] key to select MODEM.



Press right [▲] to select Dial Mode.

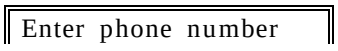


Select the phone line type. Press the left [▲] key to select TONE (standard) or press the right [▲] key to select PULSE.



A "...dial selected" message will display momentarily. Press [CLEAR] twice to return to DOWNLOAD SET PORT prompt.

Press the left [▲] key to select DOWNLOAD.



Press [ENTER] to accept the current telephone number or key in

_ [▲] [▲] [▲]	the new telephone number and press [ENTER].

Display Message	Operator Action
Enter Appl. ID. LFRST23 [▲] [▲] [▲]	Key in the application ID and press [ENTER].
Enter Terminal ID. [▲] [▲] [▲]	Key in the terminal ID and press [ENTER].
Modem Download Full Partial [▲] [▲] [▲]	Press the left [▲] key for a "Full" download.
DIALING... [▲] [▲] [▲]	Please wait...
CONNECTED 1200 AP-LFRST23 T-SAMPLE [▲] [▲] [▲]	Please wait...
* - - - - - - - - - - AP-LFRST23 T-SAMPLE [▲] [▲] [▲]	Please wait, the download time is approximately 12-14 minutes.
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	The terminal is ready for operation when it displays READY XXX and the date and time.

Telephone Download (Shortcut with Application already loaded)

To perform a Telephone Download using the terminal's default communication settings, follow the steps below. This shortcut method can only be performed when an application has been pre-downloaded into the terminal. **This procedure is used to change the application ID, upgrade to a new revision, and to perform partial downloads to change parameters or features for a client.**

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].

FUNCTION _ [▲] [▲] [▲]	Press [BACKSPACE].
Enter password: [▲] [▲] [▲] *(optional)*	If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDMS Help Desk.
Enter Appl. ID. LFRST23 [▲] [▲] [▲]	Press [ENTER] to accept the current application ID or type in the new application ID and press [ENTER].
Enter Terminal ID. [▲] [▲] [▲]	Press [ENTER] to accept the current terminal ID or type in the new terminal ID and press [ENTER].
Modem Download Full Partial [▲] [▲] [▲]	Select the type of download. Press the left [▲] key for a "Full" download or press the right [▲] key for a "Partial" download.
DIALING... [▲] [▲] [▲]	Please wait...
CONNECTED 1200 AP-LFRST23 T-SAMPLE [▲] [▲] [▲]	Please wait...
*---------- AP-LFRST23 T-SAMPLE [▲] [▲] [▲]	Please wait, the download will last approximately 12-14 minutes. After it is completed, the terminal will configure the application.
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	The terminal is ready for operation when it displays READY XXX and the date and time.

Direct PC-to-POS Download

The direct PC-to-POS download requires the use of a local PC with the software necessary to perform a local download (i.e., Zontalk 2000™). Follow the procedures outlined below to setup the LinkPoint 3000 terminal for a local download. A serial cable with a DB-9 female to the PC male connector and 8-pin DIN male connector to the terminal's RS-232C port, such as VeriFone cable part #00446-04 REV. E, is required.

Display Message	Operator Action
App. not available Time Load Setup [▲] [▲] [▲]	Press the middle [▲] key to select LOAD. OR if there is already an application loaded…
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key while pressing [7] [1] [3] [9] to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the middle [▲] key to select LOAD.
Enter password: *(optional)*	If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDMS Help Desk.
Download Set port [▲] [▲] [▲]	Press the right [▲] key to select SET PORT.
Select download port Modem RS232 [▲] [▲] [▲]	Press the right [▲] key to select RS232.
RS232 setup Baud Parity [▲] [▲] [▲]	Press the left [▲] key to select BAUD.
Current baud: 19200 1200 2400 9600 [▲] [▲] [▲]	Select the correct baud rate, press [CLEAR] to accept the default of 19200. Press the [▲] key below your choice and press [CLEAR] OR press the [#] key to see other options.
RS232 setup Baud Parity [▲] [▲] [▲]	Press the right [▲] key to select PARITY.
Current parity: None Even None Odd [▲] [▲] [▲]	Select the correct parity (default is None). Press the [▲] key below your choice and press [CLEAR] three times.
Download Set port [▲] [▲] [▲]	Press the left [▲] key to select DOWNLOAD.

Display Message	Operator Action

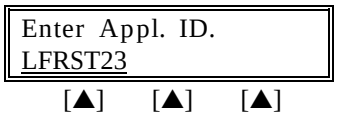
Enter Appl. ID. LFRST23 [▲] [▲] [▲]	Key in the application ID and press [ENTER].
Enter Terminal ID. [▲] [▲] [▲]	Key in the terminal ID and press [ENTER].
Full Partial [▲] [▲] [▲]	Select the type of download. Press the left [▲] for a "Full" download or press the right [▲] for a "Partial" download.
WAITING ON ENQ… [▲] [▲] [▲]	Please wait…
*---------- AP-LFRST23 T-SAMPLE [▲] [▲] [▲]	Please wait...
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press [CLEAR] to allow the program to finish loading.

Direct PC-to-POS Download (Shortcut)

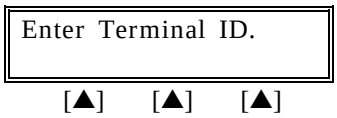
To perform a direct PC-to-POS Download using the terminal's default settings, follow the steps below. The shortcut method can only be performed when an application has been pre-downloaded into the terminal. A serial cable with a DB-9 female to the PC male connector and 8-pin DIN male connector to the terminal's RS-232C port, such as VeriFone cable part #00446-04 REV. E, is required.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Press [BACKSPACE].
Enter password: *(optional)*	If prompted, key in the password and press [ENTER]. The password may be obtained through the bank / ISO or FDMS Help Desk.

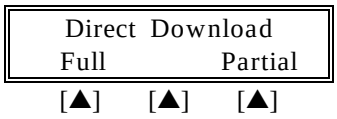
Display Message	**Operator Action**



Press [ENTER] to accept the current application ID or type in the new application ID and press [ENTER].

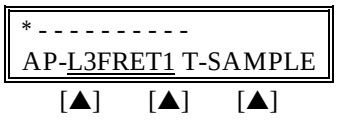


Press [ENTER] to accept the current terminal ID or type in the new terminal ID and press [ENTER].

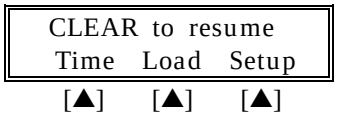


Select the type of download. Press the left [▲] key for a "Full" download or press the right [▲] key for a "Partial" download.

Please wait...



Please wait...



Press [CLEAR] to allow the program to finish loading.

POS-to-POS (Master/Slave) Download

The POS-to-POS download transfers all application and transaction data from the master terminal to the slave terminal. Therefore, it is important to ensure the integrity of the master device. This includes ensuring that: (a) there are no transactions in the master, (b) all parameters are set to the default settings, (c) the date/time and hardware settings are correct. To perform a POS-to-POS download connect one end of a standard VeriFone 8-pin DIN back-to-back download cable (p/n 00490-00 REV C) to the master terminal's RS232 port and the opposite end to the RS232 port of the slave terminal. The master terminal must be fitted with an EPROM (OS) version of 1.4 or higher to perform this type of download. Follow the steps below to setup the master and slave terminals for a POS-to-POS download.

Master Display	**Master Action**	**Slave Display**	**Slave Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [*] [6].	App. not available Time Load Setup [▲] [▲] [▲]	Press [#] [6].

Master Display	**Master**	**Slave Display**	**Slave Action**

	Action		Action
		Enter Password	If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDMS Help Desk.
BEGIN POS SEND MODE? YES NO [▲] [▲] [▲]	Press the left [▲] key.	BEGIN POS RCV MODE? YES NO [▲] [▲] [▲]	Press the left [▲] key.
SEND IN PROGRESS [▲] [▲] [▲]	Please wait...	RECEIVE IN PROGRESS [▲] [▲] [▲]	Please wait...
Terminal displays various screens			
SEND COMPLETE [▲] [▲] [▲]	Please wait...	RECEIVE COMPLETE [▲] [▲] [▲]	Please wait...

Press [CLEAR] to reboot the terminal.

DOWNLOAD PARAMETERS

Download parameters are used for programming or updating a terminal's profile. These parameters may be added or modified through the standard Zontalk Edit Procedures. As mentioned in the previous section, downloads may be performed by three methods: modem-to-terminal in the field, computer-to-terminal, or terminal-to-terminal via the RS232 serial port. The following list contains the available parameters for the LFRST23 Restaurant application. The list is organized into four columns containing the memory location, the type of field, maximum field length, and the description of the field's contents.

Field Type Codes

N = numeric
Q = question, Y or N
P = phone number field
X = Alphanumeric
B = Binary (0 or 1)

Memory Locations

Parameter	Field Type	Field Length	Description of Field
#ARPT	Q	1	Auto report at Batch Close: Y or N
#BMAX	N	3	Max. # items in batch
#BTAB	Q	1	Enable bar tab: Y or N
#CBMAX	X	6	Maximum amount for Debit cash back
#CBMIN	X	6	Minimum amount for Debit cash back
#CKMID	X	11	Check Guarantee Merchant ID
#CKPNP	P	20	Check Guarantee Primary phone number
#CKPNS	P	20	Check Guarantee Secondary phone number
#CKSVC	N	1	Check Service (0=CSI, 1=Equifax, 2=Telecheck)
#CLOCK	Q	1	12 hour format flag: Y or N
#CSWD	X	8	Card swipe default: SALE, AUTH or TICKET
#DATIP	N	3	Default tip percentage add-on to authorization
#DAUTH	X	6	Default authorization amount for bar tabs
#DBTIP	B	1	Tip Entry on Debit Card (0=PIN Device, =Terminal)
#DCBSC	X	4	Surcharge—Debit cash back (e.g., 50 = .50¢)
#DEBCB	Q	1	Ask for cash back for Debit: Y or N
#DEVID	X	4	Device ID
#DPOSC	X	4	Surcharge—Debit purchase only (e.g., 50 = .50¢)
#DRCRE	Q	1	Disable Credit RETURNS: Y or N
#DRDEB	Q	1	Disable Debit RETURNS: Y or N
#DWKEY	X	16	Debit working key
#FLEX1	X	40	Receipt flex prompt line 1 (below signature line)
#FLEX2	X	40	Receipt flex prompt line 2 (below signature line)
#FLEX3	X	40	Receipt flex prompt line 3 (below signature line)
#H1	X	40	Header line 1
#H2	X	40	Header line 2
#H3	X	40	Header line 3

DOWNLOAD PARAMETERS

Parameter	Field Type	Field Length	Description of Field
#H4	X	40	Header line 4
#H5	X	40	Header line 5
#H6	X	40	Header line 6
#IDLE1	X	20	Custom Idle Prompt for display line 1
#IDLE2	X	20	Custom Idle Prompt for display line 2
#IDRC	Q	1	Print Item Detail Report at Close: Y or N
#INV	Q	1	Invoice number enable flag: Y or N
#KBCLK	Q	1	Keyboard beep: Y or N
#KBOUT	N	2	Keyboard time out: 0 to 60 seconds (0 = must press CLEAR and return to the idle prompt; 1 - 60 = terminal automatically returns to the idle prompt after the set number of seconds)
#KEYED	Q	1	Disable manual entry of card: Y or N
#L4DIG	Q	1	Last four digit entry flag: Y or N
#MIDC	N	16	Merchant ID
#MKEY	N	1	Location of Master key for PINpad
#OPID	Q	1	Server ID enable flag: Y or N
#PABX	X	10	Prefix required for dialing
#PCPNC	P	20	Host Primary Close phone number
#PDS	N	4	Dial speed: 300 or 1200
#PDT	X	1	Tone = T Pulse = P
#PP201	Q	1	PinPad 2000/201: Y or N
#PPNC	P	20	Host Primary phone number
#PPTR	Q	1	Print pending transaction report: Y or N
#PREPR	Q	1	Pre-print receipt: Y or N
#PRLF	N	1	Printer line feeds
#PRREC	Q	1	Printer enable flag: Y or N
#PSRBD	Q	1	Print breakdown report: Y or N
#PSUFF	P	12	Suffix required for dialing
#PSWD0	X	6	Manager password
#PSWD1	B	24	Bit map for protected transactions and functions. 1 for protect, 0 for off
#RETRY	N	1	Number of retries to call Host
#SACCT	Q	1	Show swiped account number on display: Y or N
#SCPNC	P	20	Host Secondary Close phone number
#SPNC	P	20	Host Secondary phone number
#T1	X	40	Receipt trailer line 1 (below flex lines)
#T2	X	40	Receipt trailer line 2 (below flex lines)
#TAAC	Q	1	Ask for total dollar amount at Close: Y or N
#TABAD	Q	1	Dial for new authorization if tab total does not match original authorization amount within 20%
#TCMAP	B	12	Telecheck prompts bitmap (See Telecheck information)
#TIPAS	Q	1	Editing tip, ask for server: Y or N

The following table contains certain Default Settings that will be automatically downloaded with the LFRST23 application. Any of these Default Parameters may be overridden through Zontalk Edit Procedures.

Parameter	Default Setting	Comments
#ARPT	N	
#BMAX	200	
#BTAB	Y	
#CBMAX		
#CBMIN		
#CKMID	0000000000	
#CKPNP	00000000000	
#CKPNS	00000000000	
#CKSVC	2	
#DATIP	20	
#DAUTH	50.00	
#DBTIP	0	
#DEBCB	N	
#DRCRE	N	
#DRDEB	Y	Generally, Debit returns are disabled
#DWKEY	0000000000000000	
#FLEX1	I AGREE TO PAY ABOVE AMOUNT ACCORDING	
#FLEX2	TO CARD ISSUER AGREEMENT	
#FLEX3	(MERCHANT AGREEMENT IF RETURN)	
#H5		
#H6	THANK YOU	
#IDRC	N	
#INV	N	
#KBCLK	Y	
#KBOUT	00	
#KEYED	N	N = Keyed transactions allowed
#L4DIG	N	
#MIDC	022009001234566	FDC Omaha test Merchant ID
#MKEY	1	
#OPID	Y	Server ID
#PABX	N	
#PCPNC	9501324	
#PDT	T	
#PORDR	Y	
#PPNC	9501324	
#PPTR	Y	
#PREPR	Y	
#PRLF	7	
#PRREC	Y	
#PSRBD	N	

#PSWD0	123123	

Parameter	Default Setting	Comments
#PSWD1	000000000100100000	Refer to the table below for bit map details
#RETRY	5	
#SACCT	N	
#SCPNC	18002289074	
#SPNC	18002289074	
#TAAC	N	
#TABAD	Y	Y= If the total tab amount (including tip) exceeds the original authorization by more than 20%, the terminal will dial to the host for a new authorization.
#TCMAP	111000100000	Prompts for amount, DL#, State Code and Date of Birth are enabled
#TIPAS	Y	

Password Protect Settings

The password keyword (field name) for Manager's Password is #PSWRD0. The field name #PSWRD1 is used to enable a password prompt for the transactions and functions as noted in the table below. Entry in Zontalk must conform as follows:

#PSWRD1: 000000000100100010 (where 0=NO & 1=YES), the 18 positions correspond to the following 18 transactions or functions.

Position	Password Protects
1	Sale
2	ATM / Debit
3	Check
4	Void
5	Return
6	Review
7	Close (except on Auto Settle)
8	Auth Only
9	Ticket Only
10	Manual Clear Batch
11	POS to POS Transfer
12	Technical Specification Printout
13	Demonstration Mode ON / OFF
14	Printer ON / OFF
15	Dial Prefix
16	Dial Suffix
17	View Merchant Information
18	Adjust Tip and Tab

Telecheck Check Service Information

The following Zontalk parameters (memory locations) are used when establishing Telecheck using the LinkPoint 3000 LFRST23 Restaurant application:

- #CKSVC- Check Service type: Telecheck is "2"
- #CKPNP- Check Guarantee Primary Phone number: Default is 950-5666
- #CKPNS- Check Guarantee Secondary Phone number: Default is 1-800-366-8950
- #CKMID- Check Guarantee Merchant ID: No default
- #TCMAP- Telecheck prompt options (SEE BELOW)

Telecheck Check Service Prompt Options

#TCMAP: 111000100000 (Where 0=NO & 1=YES) The 12 positions correspond to the following 12 Telecheck prompts and are activated when the #CKSVC field is filled with "2 (Telecheck Service):"

Position	Prompt
1	Amount of Sale
2	Driver's License #
3	State Code
4	Micr #
5	Check #
6	Check type
7	Date of Birth
8	Driver's License Expiration Date
9	Driver's License Zip Code
10	Cashback Amount
11	Home Phone #
12	Work Phone #

A standard part of the Zontalk download files that LinkPoint International provides to any client will include a "TELECHECK" terminal record in the Edit Terminal pick list. The Zontalk user/administrator can then invoke the USES utility to add all TELECHECK-related information, with the exception of the Merchant ID.

Equifax Check Service Information

The following Zontalk parameters (memory locations) are used when establishing the Equifax check service using the LinkPoint 3000 LFRST23 Restaurant application:

- #CKSVC- Check Service type: Equifax is "1"
- #CKPNP- Check Guarantee Primary Phone number: Default is 1-800-628-5637
- #CKPNS- Check Guarantee Secondary Phone number: Default is 1-800-237-2626
- #CKMID- Check Guarantee Merchant ID: No default –as supplied by Equifax

A standard part of the Zontalk download files that LinkPoint International provides to any client will include a "EQUIFAX" terminal record in the Edit Terminal pick list. The Zontalk user/administrator can then invoke the USES utility to add all EQUIFAX-related information, with the exception of the Merchant ID.

DIAL STRING CODES SPECIFIC TO LP3000

The following table contains a list of codes and their uses for special telephone dialing circumstances. These can be keyed directly into the locations reserved for entering telephone numbers.

CODE	DESCRIPTION	ENTRY POSITION
-	Hypen: One (1) second pause	Where the pause is required
,	Comma: Two (2) second pause	Where the pause is required
Y	Additional dial tone required	Where the dial tone is required
L	Location in dial string to open the dial tone listen window	The point at which the terminal needs to check for tone
M	Indicates the presence of multiple terminals using same phone; must be in dial string of each terminal	Anywhere in dial string
P	Used only when the 'M' code is supplied and there is a dial prefix. When this code is present, the "listening" of sound energy between tone digits is suppressed until the position of the 'P' code is reached. This code is used in the multi-terminal same-line setup where a second dial tone is produced after a dial prefix. If the 'P' code is not used, then the second dial tone will cause supply enough energy which may appear as if a different terminal is dialing.	Where the "listening" is to be enabled
S	A '.2' second pause	Where the pause is required
T	Listens for energy between dialing each digit. This is only used with the 'M' code.	Anywhere in dial string
U	If this character is NOT supplied anywhere in the dial string, then a LINE STATUS TEST of 'line busy' will cause a return code of '6' to the application, and a 'no-dial-tone" condition will return a '7' to the application. If the 'U' code is supplied in the dial string, then both "line busy" and "no-dial-tone" conditions will return a '6' to the application, and '7' will never be returned to the application.	Anywhere in dial string
V	Suppresses LINE STATUS TEST	Anywhere in dial string
W	Skips dial tone requirement	Anywhere in dial string
X	Slow dial speed: 100 milliseconds on/off	Anywhere in dial string

BASIC OPERATION

Transaction Keys

The LinkPoint 3000 Restaurant terminal has eleven (11) transaction keys. Seven of these keys are located directly below the terminal display and are labeled [VOID], [SALE], [ATM/DEBIT], [REVIEW], [CLOSE], and [RETURN]. The other three transaction keys are located to the right of the number keys, [÷] (REPRINT), [X] (AUTH ONLY), and [-] (TKT ONLY). Additionally, the [+] key adjacent to the [ENTER] key is used to add tips and close out tabs. These eleven keys are used to perform the various dedicated standard restaurant transactions. Transactions can be initiated any time the terminal is in the idle state (i.e., displays the READY message).

1. Check the display for the READY message. If it is not displayed, press [CLEAR] to cancel the current operation and display the READY message.
2. Press the desired transaction key to begin the transaction.
3. Follow the instructions given by the prompts on the display panel to complete the transaction.

Press [CLEAR] to return to the READY message when the transaction is completed (the terminal is programmed to return to idle in one minute).

Using the Cardreader

1. Check the display for the READY message. If it is not displayed, wait until the current operation has ended and then press [CLEAR] to return to the READY message.
2. Initiate the correct transaction type (i.e., press [SALE] to initiate a sale).
3. Insert the credit or debit card into the rear of the cardreader slot with the magnetic stripe facing down and away from the keypad (see Figure 9 on Page 8).
4. Slide the card through the slot without stopping. If the terminal beeps, check the position of the magnetic stripe and slide the card through the slot again. If the beep persists, the card may be damaged. Type the account number directly on the keypad.
5. Complete the transaction by following the display messages.

Backspace Key

The Backspace Key has multiple functions.

1. To delete an incorrectly entered character.

2. From a menu option (i.e., CARD TYPE, SERVER ID etc.) the [BACKSPACE] key can return you to the previous menu display.

3. When the Adjust function [+] key is used to edit a tab or tip, but it's decided that no entry need be made, use the [BACKSPACE] key to return to the initial menu.

The Calculator

The LinkPoint 3000 includes a built-in calculator capable of performing simple arithmetic calculations. To access the calculator, from the idle prompt (READY message) press the desired numeral and associated math symbols and press [ENTER] to obtain the result. For example, to calculate the result of the sum of two plus two, press [2] [+] [2] [ENTER] and the terminal will display the sum, in this case "4." For a decimal point, please press the [*] key.

LOCAL FUNCTIONS

Printer Enable/Disable

To enable or disable the printer follow the instructions outlined below.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [1] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].
PRINTER ENABLE? YES NO [▲] [▲] [▲]	Press the left [▲] key to enable the printer or press the right [▲] key to disable the printer.
CHANGE ACCEPTED [▲] [▲] [▲]	Terminal returns to the idle prompt.

Dial Prefix (PABX)

To enter, view, or change the current PABX Dial Prefix that the terminal dials before connecting with the host.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [2] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].

Display Message	Operator Action
ENTER DIAL PREFIX [▲] [▲] [▲]	Key in the necessary prefix for the terminal to dial out and press [ENTER].
CHANGE ACCEPTED [▲] [▲] [▲]	Terminal returns to the idle prompt.

Dial Suffix

To enter, view, or change any Dial Suffix. This would be used for situations in which a dial out password is required, or when post-dial delays are necessary.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [3] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].
ENTER DIAL SUFFIX _ [▲] [▲] [▲]	Key in the desired suffix for the terminal to dial and press [ENTER].
CHANGE ACCEPTED [▲] [▲] [▲]	Terminal returns to the idle prompt.

Demo Mode Enable/Disable

To enable/disable the terminal's demonstration mode follow the procedures outlined below. The demo mode enables users to experiment with the different LinkPoint 3000 features without processing credit cards. To continue the demonstration after any message display, simply press [ENTER].

Display Message	Operator Action

READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [5] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲]	If prompted, key in the password (the default is 123123) and press [ENTER].
DEMO MODE YES NO [▲] [▲] [▲]	Press the left [▲] key to enable the demo mode or press the right [▲] key to disable the demo mode.
CHANGE ACCEPTED [▲] [▲] [▲]	Terminal returns to the idle prompt.

Technical Specification Printout

This terminal function will print the terminal's settings. To print the current technical specifications follow the procedures outlined below.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [6] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].

Batch Number Setting

To change the current batch number follow the procedures outlined below. This function should be used only under proper supervision.

Display Message	**Operator Action**

READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [7] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].
CURRENT BATCH#: 0 [▲] [▲] [▲]	Press [ENTER] to clear the batch.
NEW BATCH # - [▲] [▲] [▲]	Key in the new batch number (one digit, 0-9) and press [ENTER].
BATCH # CHANGED [▲] [▲] [▲]	Press [CLEAR] to return to the idle prompt.

View Merchant ID, Device ID, Primary Phone/Change Phone Numbers and Device ID

To view only the programmed Merchant ID, Device ID and Primary Phone number.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ **[▲] [▲] [▲]**	Key in [4] [8] and press [ENTER].

Display Message	**Operator Action**
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].
MERCHANT ID XXXXXXXXXXXXX	Press [ENTER] to continue.

[▲] [▲] [▲]

DEVICE ID XXXX [▲] [▲] [▲]	Press [ENTER] to continue or to change, key in the new 1-4 digit ID and press [ENTER]. **Note**: This cannot be changed unless the batch is empty.
PRIMARY PHONE # XXXXXXX [▲] [▲] [▲]	Press [ENTER] to go to the next field, or to change this, key-in the new host phone number and press [ENTER]. This field may be changed even with an open batch.
SECONDARY PHONE # XXXXXXX [▲] [▲] [▲]	Press [ENTER] to go to the next field, or to change this, key-in the new host phone number and press [ENTER]. This field may be changed even with an open batch.
PRIMARY CLOSE # XXXXXXX [▲] [▲] [▲]	Press [ENTER] to go to the next field, or to change this, key-in the new host phone number and press [ENTER]. This field may be changed even with an open batch.
SECOND CLOSE PHONE # [▲] [▲] [▲]	Press [ENTER] to go to the next field, or to change this, key-in the new host phone number and press [ENTER]. This field may be changed even with an open batch.

Clear Batch

To clear the current batch follow the procedures outlined below.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [9] and press [ENTER].

Display Message	**Operator Action**
ENTER PASSWORD - _ [▲] [▲] [▲]	If prompted, key in the password (the default is 123123) and press [ENTER].
PRESS ENTER TO CLEAR BATCH [▲] [▲] [▲]	Press [ENTER] to clear the batch.

BATCH CLEARED [▲] [▲] [▲]	Press [CLEAR] to return to the idle prompt.

View Last Response From Host

To view the host response (approved, declined, etc.) from the most recent transaction, follow the procedures below.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [0] and press [ENTER].
LAST HOST RESPONSE: Approved xxxxxx [▲] [▲] [▲]	Press [CLEAR] after reviewing this information.

STANDARD KEY OPERATIONS

Terminal transactions are common, unprotected transactions that all personnel can perform. These transactions include Dine In, Take Out, Bar Tab, ATM/Debit Sale (optional), Return, Authorization Only, Ticket Only, Void, Review, Close Batch, and Reprint.

The LinkPoint 3000 READY message estimates the number of transactions that can be performed before the batch is full. For example, READY 30 indicates there is space to store 30 more transactions in the current batch. Overflowing the terminal with transactions can compromise the data's integrity.

When the memory is full, the READY message displays "BATCH FULL-PLS CLOSE" and no further transactions can be stored until the batch is closed and the memory is cleared from the terminal. There is a safety feature that advises the merchant to close the batch when the batch is almost full.

The procedures for each transaction type include most optional prompts. The options are designated with the note "(*optional*)" directly below the displayed message. Depending on the user's needs, they might be enabled or disabled.

Transaction Name	Explanation
DINE IN/TAKE OUT & BAR TAB [SALE]	Obtains pre-authorization of the customer's card for the base amount of the sale, plus a customizable 20% for a subsequent gratuity.
[ATM/DEBIT]	Obtains ATM/Debit card authorization and captures the transaction for later deposit (optional service).
[CHECK]	Obtains check authorizations.
[RETURN]	Initiates a return/credit.
[X] [AUTH ONLY]	Used to authorize a transaction without ticket capture.
[-] [TKT ONLY, OFFLINE]	Captures a previously authorized transaction for deposit.
[VOID]	Voids any captured transaction in an open batch.
[REVIEW]	Used to review or print information about captured transaction details and/or totals prior to batch close.
[CLOSE]	Closes the terminal batch and initiates the deposit of funds.
[÷] (REPRINT/PRINT)	Prints a duplicate copy of a captured transaction.
ADJUST KEY [+]	Adjusts Tips and finalizes Bar Tabs; after which pre-authorizations obtained via the Sale key become captured items for deposit to the host.

DINE IN / BAR TAB & TAKE OUT

The following procedures are nonmonetary transactions that pre-authorize the customer's card for the base amount of the sale, plus a customizable 20% for a subsequent gratuity. Please see page 55 for adding tip to and finalizing these sales, using the [+] key.

Dine In — Swipe

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Slide the card through the cardreader.
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ENTER LAST 4 DIGITS _ [▲] [▲] [▲] *(optional)*	Key in the last four digits of the account number and press [ENTER]. (This is an optional prompt.)
ENTER SERVER ID _ [▲] [▲] [▲] *(optional)*	Key in the Server ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field. (This is an optional prompt.)
FOOD & BEV AMT? $0.00 [▲] [▲] [▲]	Key in the amount of the sale <u>without</u> the decimal, then press [ENTER].
INVOICE NUMBER? [▲] [▲] [▲] *(optional)*	Key in the guest check number and press [ENTER]. (This is an optional prompt.)
PLEASE WAIT... [▲] [▲] [▲]	Please wait — the terminal is communicating with the host computer.
APPROVED XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

Open Bar Tab — Swipe

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [SALE].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
DINE TAB TAKE-OUT | | | [▲] [▲] [▲]	Press the center [▲] key to Select Tab.
BAR TAB ENTER ACCOUNT # [▲] [▲] [▲]	Slide the card through the cardreader.
ENTER LAST 4 DIGITS _ [▲] [▲] [▲] *(optional)*	Key in the last four digits of the account number and press [ENTER]. (This is an optional prompt.)
ENTER SERVER ID _ [▲] [▲] [▲] *(optional)*	Key in the Server ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field. (This is an optional prompt.)
TAB PRE-AUTH AMOUNT $0.00 [▲] [▲] [▲]	Enter the Tab amount <u>without</u> the decimal and press [ENTER]. It is generally the custom to pre-authorize a Tab amount equivalent to the number of guests multiplied by $10.00, (i.e., 5 guests in a party would equate to a $50.00 Tab estimate). The amount field contains a predetermined Tab authorization amount which can be overridden.
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key-in the guest check number and press [ENTER]. (This is an optional prompt.)
PLEASE WAIT… [▲] [▲] [▲]	Please wait — the terminal is communicating with the host computer.

Display Message	Operator Action
APPROVED XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

Note: After the receipt prints and the customer is ready to close the Tab, the bartender/server completes the FOOD/BEV/TAX line and the customer completes the Tip & Total lines and signs the receipt. The bartender/server then 'closes' the Tab. See page 58 in this manual.

Take-Out Order — Swipe

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [SALE].
DINE TAB TAKE-OUT | | | [▲] [▲] [▲]	Press the right [▲] key to select TAKE-OUT.
TAKE-OUT ENTER ACCOUNT# [▲] [▲] [▲]	Slide the card through the cardreader.
ENTER LAST 4 DIGITS _ [▲] [▲] [▲] *(optional)*	Key in the last four digits of the account number and press [ENTER]. (This is an optional prompt.)
ENTER SERVER ID _ [▲] [▲] [▲] *(optional)*	Key in the Server ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field. (This is an optional prompt.)
FOOD & BEV AMT? $0.00 [▲] [▲] [▲]	Key in the amount of the sale <u>without</u> the decimal and press [ENTER].
INVOICE NUMBER? [▲] [▲] [▲] *(optional)*	Key in the guest check number and press [ENTER]. (This is an optional prompt.)
PLEASE WAIT... [▲] [▲] [▲]	Please wait — the terminal is communicating with the host computer.

Display Message	Operator Action
APPROVED XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

Dine In / Bar Tab or Take Out — Manual

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [SALE].
DINE TAB TAKE-OUT [▲] [▲] [▲]	Select DINE, TAB or TAKE-OUT.
DINE IN ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM / YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999), then press [ENTER].
IMPRINT REQUIRED.. IF CARD IS PRESENT! [▲] [▲] [▲]	If the card is present, make an imprint of the card with a manual imprinter.
ENTER SERVER ID _ [▲] [▲] [▲] *(optional)*	Key in the Server ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field. (This is an optional prompt.)
FOOD & BEV AMT? $0.00 [▲] [▲] [▲]	Key in the amount without the decimal and press [ENTER]. For Bar Tabs, be sure to estimate the authorization amount according to restaurant policy.
INVOICE NUMBER? [▲] [▲] [▲] *(optional)*	Key in the guest check number and press [ENTER]. (This is an optional prompt.)
PLEASE WAIT... [▲] [▲] [▲]	Please wait as the terminal communicates with the host computer.

Display Message	Operator Action
APPROVED XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

The finished Dine In receipt will look like this:

SALE RECEIPT	-Transaction type specification
RESTAURANT CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:001 VISA DINE IN / SWIPED Acct: XXXXXXXXXXXXX EXP: 12/00 JOHN DOE Server ID: XXXX Invoice #: XXXX	-Item #, card & trans type, entry method -Card number, expiration date -Cardholder name (if card is swiped) -Server ID (optional), Invoice number (optional)
FOOD / BEV / TAX $ 00.00 **TIP $**_____	-Food, beverage and tax -Tip
TOTAL $_____	-Total amount
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: APPROVED XXXXXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

The Open Bar Tab receipt will look like this:

OPEN TAB RECEIPT	-Transaction type specification
RESTAURANT CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXX Terminal ID: XXXX	-Customer ID -Terminal ID
Item:001 VISA BAR TAB / SWIPED Acct: XXXXXXXXXXXXX EXP: 12/00 JOHN DOE Invoice #: XXXXXXXX Server ID: XXXX	-Item #, card & trans type, entry method -Card number, expiration date -Cardholder name -Invoice ID (optional), Server ID (optional)
Pre-auth amount: 50.00	-Pre-authorized amount
FOOD / BEV / TAX **$** _____ **TIP** **$**_____	-Food, beverage and tax -Tip
TOTAL **$**_____	-Total amount
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: APPROVED XXXXXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

The finished Take Out receipt will look like this:

SALE RECEIPT	-Transaction type specification
RESTAURANT CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:001 VISA TAKE OUT / SWIPED Acct: XXXXXXXXXXXXX EXP: 12/00 JOHN DOE Server ID: XXXX Invoice #: XXXX	-Item #, card & trans type, entry method -Card number, expiration date -Cardholder name (if card is swiped) -Server ID (optional), Invoice ID (optional)
FOOD / BEV / TAX $ 00.00	-Food, beverage and tax
TIP $_____	-Tip
TOTAL $_____	-Total amount
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name (if card swiped)
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: APPROVED XXXXXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

ADDING TIPS (REQUIRED TO CLOSE BATCH)

The Adding Tips function is used to enter and correct tip amounts as necessary for successful batch closure. Follow the steps below to enter and adjust tips, prior to batch closure.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [+] key.
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].
ADJUST: TIP? TAB? | | [▲] [▲] [▲]	Press the center [▲] key to select TIP?
ENTER SERVER ID _ [▲] [▲] [▲] *(optional)*	Key in the individual's Server ID (or Item Number if Server ID not used) printed on the receipt and press [ENTER]. (This prompt is optional.)
001 DINE $ 0.00 OK? ADD TIP? [▲] [▲] [▲]	Press the right [▲] key to select ADD TIP? to enter or edit the tip OR press the left [▲] key to select OK to accept the amount displayed.
001: ENTER TIP AMT $0.00 [▲] [▲] [▲]	Enter the tip amount and press [ENTER].
001 DINE $ 0.00 OK? NEW TIP? [▲] [▲] [▲]	Press the left [▲] key to select OK? if the total including tip is correct OR press the right [▲] key select NEW TIP? to change or correct the tip amount.
002 DINE $ 0.00 OK? ADD TIP? [▲] [▲] [▲]	Next item for that server is displayed. Repeat the above procedures to finalize the remaining transactions for that server.
END OF SERVER 00 [▲] [▲] [▲]	END OF SERVER will display briefly, followed by the option to print a report.
PRINT SVR 00 RPT? YES NO [▲] [▲] [▲]	This print option only prompts when the Server ID function is enabled and only when a printer is used.

Display Message	**Operator Action**

END OF SERVERS / ENTER SERVER ID
[▲] [▲] [▲]

If all the tips have been added, the terminal will display END OF SERVERS. Otherwise, it will prompt ENTER SERVER ID for further editing.

The Server ID Tip Report will look like this:

```
                    SERVER XXXX REPORT

                       RESTAURANT
                  CROSSROADS MEGA-MALL
                     123 MAIN STREET
                   ANYWHERE, USA 12345
                   PHONE: (XXX) XXX-XXXX
                    FAX: (XXX) XXX-XXXX


Merch ID: XXXXXXXXXX
Terminal ID: XXXX
Date: 01/07/00     Day: FRI        Time: 11:30P

  ITEM     CARD      TRAN    TIP      TOTAL

  001      4-1234    SALE    5.00     25.00
                     =====   ====     =====
           GRAND TOTALS      5.00     25.00


$    5.00 TIPS RECEIVED BY SERVER XXXX


X_____________________________________________
```

-Transaction type specification

-Customized header (up to 6 lines)

-Customer ID
-Terminal ID
-Date, day and time

-Server ID, truncated card #, trans type, tip amount and total

-Total tip amount for Server

CLOSING BAR TAB (REQUIRED TO CLOSE BATCH)

The Adding Tab function is used to adjust the amount of a Bar Tab. Follow the steps below to edit a Bar Tab, prior to batch closure.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [+] key labeled ADJUST.
ENTER PASSWORD [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ADJUST: TIP? TAB? | | [▲] [▲] [▲]	Press the right [▲] key to select TAB? to adjust the proper item.
ENTER TAB NUMBER _ [▲] [▲] [▲]	Key in the item number printed on the receipt and press [ENTER].
TAB #000: $ 0.00 EDIT? VIEW? NEXT? [▲] [▲] [▲]	Press the left [▲] key to select EDIT? to adjust the tab amount. Press the center [▲] key to select VIEW? to scroll through the details of the selected Tab. Press the right [▲] key to select NEXT? to go to the next tab item in the batch.
TAB # FOOD & BEV AMT? $0.00 [▲] [▲] [▲]	Enter the Tab amount and press [ENTER].
ENTER TIP AMOUNT $0.00 [▲] [▲] [▲]	Enter the tip amount and press [ENTER]. The close tab receipt will now print, or the terminal will redial for a new tab authorization and print.
ENTER TAB NUMBER [▲] [▲] [▲]	Key in the next tab item to be closed or press [CLEAR] to return to the idle prompt.

The Bar Tab Receipt will look like this:

CLOSE TAB RECEIPT	-Transaction type specification
RESTAURANT CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXX Terminal ID: XXXX	-Customer ID -Terminal ID
Item:001 VISA BAR TAB / SWIPED Acct: XXXXXXXXXXXXX EXP: 12/00 JOHN DOE Approval Code: XXXXXX	-Item #, card & trans type, entry method -Card number, expiration date -Cardholder name -Approval Code
FOOD / BEV / TAX $ 00.00	-Food and beverage amount and tax
TIP $ 00.00	-Tip
TOTAL $ 00.00	-Total amount
Date: 01/03/00 Day: Mon Time: 11:30P Response: ACCEPTED XXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

ADJUST AMOUNT (FOR NEW TOTAL)

The Adjust Amount feature is a manager function which allows a DINE-IN sale amount to be changed in the event the guest chooses to add an incidental, such as dessert, after the initial transaction is completed. The manager password is required to access this function. This must be used very carefully. Once the amount is modified, a new 'ADJUSTED' receipt will print for customer signature. CAUTION: By adjusting the original amount, there is a risk that the transaction will no longer qualify for the best possible discount rate and may downgrade. This may occur due to the deposit amount not matching the original matching authorization amount.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [+] key labeled ADJUST.
ENTER PASSWORD [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ADJUST: TIP? TAB? | | [▲] [▲] [▲]	Press the [#] key to the left of the [+] key.
TIP TAB AMOUNT | | | [▲] [▲] [▲]	Press the right [▲] key to select AMOUNT and press [ENTER].
ENTER PASSWORD - [▲] [▲] [▲]	The manager should key in his or her password (usually 123123) and press [ENTER].
ENTER ITEM # [▲] [▲] [▲]	Key in the item number on the receipt to be adjusted.
NEW FOOD/BEV AMOUNT? $0.00 [▲] [▲] [▲]	Enter the new food/beverage amount and press [ENTER]. The new "adjusted" receipt will print for customer signature. The first receipt should be stored with the new one.
TIP TAB AMOUNT | | | [▲] [▲] [▲]	Press [CLEAR] to exit or perform another adjustment.

The finished Adjusted Dine In receipt will look like this:

SALE RECEIPT	-Transaction type specification
RESTAURANT CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:001 VISA DINE IN / SWIPED Acct: XXXXXXXXXXXXX EXP: 12/00	-Item #, card & trans type, entry method -Card number, expiration date
Server ID: XXXX Invoice #: XXXX	-Server ID (optional), Invoice number
ADJUSTED **FOOD / BEV / TAX $ 00.00**	-Indicates this is new 'adjusted' receipt -Food, beverage and tax
TIP $_____	-Tip
TOTAL $_____	-Total amount
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: APPROVED XXXXXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

ATM / DEBIT CARD SALE

An ATM / Debit sale is a monetary function that transfers funds from the cardholder's checking or savings bank account to the merchant's account. A PINpad and a printer are required to process an ATM / Debit card.

Swipe Only *(Manual entry of Debit cards is not allowed.)*

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [ATM / DEBIT].
ENTER PASSWORD [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ENTER SERVER ID _ [▲] [▲] [▲] *(optional)*	Key in the Server ID (up to four alphanumeric Characters) and press [ENTER] OR simply press [ENTER] to skip this field. (This is an optional prompt.)
ENTER FOOD / BEV AMT $0.00 [▲] [▲] [▲]	Key in the amount of the sale <u>without</u> the decimal and press [ENTER].
CASH BACK? YES NO [▲] [▲] [▲] *(optional)*	Press the left [▲] key to select YES for a cash back amount OR select press the right [▲] key to select NO if the cardholder does not want cash back. (This is an optional prompt.)
CASHBACK AMOUNT? $0.00	If YES was selected, key in the cashback amount requested by the customer and press [ENTER].
CUSTOMER ENTERS TIP [▲] [▲] [▲]	Advise the customer to enter the tip amount on the PINpad. This message displays if the customer is prompted to enter the tip on the PINpad.
TIP AMOUNT? [▲] [▲] [▲]	The terminal prompts this message when the server is to enter the tip for the customer.

PINpad Display	**With PINpad 101 or 1000**
TIP AMT? [▲] [▲] [▲]	Customer enters the tip amount on the PINpad and presses [ENTER]. This message displays if the terminal is setup to prompt the PINpad for the tip amount to be entered by the cardholder.

Display Message	**Operator Action**
SWIPE CARD [▲] [▲] [▲]	Slide card through the cardreader.

PINpad Display	**With PIN pad 101 or 1000**
THANK YOU [▲] [▲] [▲]	No operator action as this message flashes.
WAITING FOR PIN [▲] [▲] [▲]	No operator action required as the terminal displays this message.

PINpad Display	**With PIN pad 101 or 1000**
TOTAL $0.00 [▲] [▲] [▲]	No operator action required as the PINpad scrolls the three display messages to the left. The first message is the total amount of the sale.
ENTER PIN [▲] [▲] [▲]	The customer should then enter his/her PIN on the PINpad.
PUSH ˇENTERˇ [▲] [▲] [▲]	Completing the instructions on the PINpad, the customer should press [ENTER].

Display Message	**Operator Action**
INVOICE NUMBER? [▲] [▲] [▲] *(optional)*	Key in the guest check number and press [ENTER]. (This is an optional prompt.)
PLEASE WAIT... [▲] [▲] [▲]	Please wait as the terminal communicates with the host computer**.**

Display Message	**Operator Action**
AUTH / TKT XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

The finished ATM / Debit sales receipt will look like this:

ATM/DEBIT SALE RECEIPT	-Transaction type specification
RESTAURANT CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:999 ATM/DEBIT DINE IN Acct: XXXXXXXXXXNNNN EXP: 12/00	-Item #, card & trans type -Card number, expiration date
Invoice ID: XXXXX Server ID: XXXX	-Server ID (optional), Invoice ID (optional)
FOOD / BEV / TAX $ 120.00 **TIP $ 20.00** **CASH BACK $ 0.00** **TRANS. FEE: $ 0.00** **==========** **TOTAL: $ 140.00**	-Food, beverage and tax -Tip amount (entered by customer) -Cash back amount (optional) -Transaction fee (optional) -Total sale amount
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: AUTH/TKT XXXXXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

RETURN

A Return is a monetary transaction that is used to reverse a previously settled transaction. A Return initiates a credit to the cardholder's account. Follow the steps below to capture a credit return.

Credit Card Return -- Swipe

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [RETURN].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
RETURN: ENTER ACCOUNT # [▲] [▲] [▲]	Slide the card through the cardreader.
ENTER LAST 4 DIGITS _ [▲] [▲] [▲] *(optional)*	Key in the last four digits of the account number and press [ENTER]. (This is an optional prompt.)
ENTER SERVER ID _ [▲] [▲] [▲] *(optional)*	Key in the Server ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field. (This is an optional prompt.)
RETURN AMOUNT? $0.00 [▲] [▲] [▲]	Key in the amount of the return <u>without</u> the decimal, then press [ENTER].
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the guest check number and press [ENTER]. (This is an optional prompt.)
ACCEPTED XXX [▲] [▲] [▲]	When the transaction is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

Credit Card Return — Manual

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [RETURN].
ENTER PASSWORD [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
RETURN: ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM / YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999) then press [ENTER].
IMPRINT REQUIRED.. IF CARD IS PRESENT! [▲] [▲] [▲]	If a card is present, make an imprint of the card with a manual imprinter.
ENTER SERVER ID _ [▲] [▲] [▲] *(optional)*	Key in the Server ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field. (This is an optional prompt.)
RETURN AMOUNT? $0.00 [▲] [▲] [▲]	Key in the amount of the return without the decimal, then press [ENTER].
INVOICE NUMBER? [▲] [▲] [▲] *(optional)*	Key in the guest check number and press [ENTER]. (This is an optional prompt.)
ACCEPTED XXX [▲] [▲] [▲]	When the transaction is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

The finished Return receipt will look like this:

RETURN RECEIPT	-Transaction type specification
RESTAURANT CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:003 VISA DINE IN RTRN / SWIPED Acct: XXXXXXXXXXXXX EXP: 12/99 JOHN DOE	-Item #, card & trans type, entry method -Card number, expiration date -Cardholder name (if card is swiped)
Invoice ID: XXXXXXXX Server ID: XXXX	-Invoice ID (optional), Server ID (optional)
FOOD / BEV / TAX /TIP $ 00.00	-Food, beverage, tax and tip
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:05P Response: ACCEPTED 003	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

ATM / DEBIT CARD RETURN

An ATM/Debit Return is a monetary function that transfers funds from the merchant's bank account to the cardholder's account. A PINpad and a printer are required to process an ATM/Debit card. THIS TRANSACTION IS DISABLED AS THE DEFAULT, DUE TO RESTRICTIONS PLACED BY MANY REGIONAL POS DEBIT NETWORKS.

Swipe Only *(Manual entry of Debit cards is not allowed.)*

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [RETURN].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
RETURN: CREDIT DEBIT [▲] [▲] [▲]	Press the right [▲] key for Debit. (This screen displays only when Debit Card Returns are enabled.)
ENTER SERVER ID _ [▲] [▲] [▲] *(optional)*	Key in the Server ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field. (This is an optional prompt.)
RETURN AMOUNT? $0.00 [▲] [▲] [▲]	Key in the amount of the sale <u>without</u> the decimal and press [ENTER].

Display Message	**Operator Action**
SWIPE CARD [▲] [▲] [▲]	Slide card through the cardreader.
WAITING FOR PIN [▲] [▲] [▲]	No operator action required as the terminal displays this message.

PINpad Display	**With PIN pad 101 or 1000**
TOTAL $0.00 [▲] [▲] [▲]	No operator action required as the PINpad scrolls the three display messages to the left. The first message is the total amount of the sale.

PINpad Display	**With PIN pad 101 or 1000**
ENTER PIN [▲] [▲] [▲]	The customer should then enter his/her PIN on the PINpad.
PUSH ˇENTERˇ [▲] [▲] [▲]	Completing the instructions on the PINpad, the customer should press [ENTER].
INVOICE NUMBER? [▲] [▲] [▲] *(optional)*	Key in the guest check number and press [ENTER]. (This is an optional prompt.)
PLEASE WAIT... [▲] [▲] [▲]	Please wait as the terminal communicates with the host computer**.**
RETURN XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

The finished ATM / Debit Return receipt will look like this:

ATM/DEBIT RECEIPT	-Transaction type specification
RESTAURANT CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:999 ATM/DEBIT DINE IN RTRN Acct: XXXXXXXXXXNNNN EXP: 12/00	-Item #, card & trans type -Card number, expiration date
Invoice ID: XXXXX Server ID: XXXX	-Server ID (optional), Invoice ID (optional)
FOOD / BEV / TAX/TIP	-Food, beverage, tax and tip total
$ 120.00 **==========**	-Total sale amount
TOTAL: $ 120.00	
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: RETURN XXXXXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

AUTHORIZATION ONLY

An Authorization Only is a nonmonetary function that checks the availability of the cardholder's credit. Follow the steps below to authorize a transaction without data capture or deposit.

Auth Only — Card Swipe

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [X] key labeled [AUTH ONLY].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
AUTH ONLY: ENTER ACCOUNT # [▲] [▲] [▲]	Slide the card through the cardreader.
ENTER LAST 4 DIGITS _ [▲] [▲] [▲] *(optional)*	Key in the last four digits of the account number and press [ENTER]. (This is an optional prompt.)
FOOD & BEV AMT? $0.00 [▲] [▲] [▲]	Key in the amount to be authorized <u>without</u> the decimal, then press [ENTER].
PLEASE WAIT... [▲] [▲] [▲]	Please wait as the terminal communicates with the host computer.
APPROVED XXXXXX [▲] [▲] [▲]	When the authorization is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

Auth Only — Manual

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [X] key labeled [AUTH ONLY].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
AUTH ONLY: ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM/YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999) then press [ENTER].
IMPRINT REQUIRED.. IF CARD IS PRESENT! [▲] [▲] [▲]	If a card is present, make an imprint of the card using a manual imprinter.
FOOD & BEV AMT? $0.00 [▲] [▲] [▲]	Key in the amount to be authorized without the decimal, then press [ENTER].
PLEASE WAIT... [▲] [▲] [▲]	Please wait as the terminal communicates with the host computer.
APPROVED XXXXXX [▲] [▲] [▲]	When the authorization is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

The finished Auth Only receipt will look like this:

AUTH ONLY RECEIPT THIS TRANSACTION IS NOT A COMPLETE SALE	-Transaction type specification
RESTAURANT CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX	-Merchant ID
Terminal ID: XXXX	-Terminal ID
VISA AUTH ONLY / SWIPED	-Card type, trans type, entry method
Acct: XXXXXXXXXXXXX EXP: 12/00	-Card number, expiration date
JOHN DOE	-Cardholder's name (if card is swiped)
TOTAL $ 00.00	-Authorized amount
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P	-Date, day, and time of transaction
Response: APPROVED XXXXXX	-Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

TICKET ONLY (OFFLINE)

The Ticket Only transaction (also known as OFFLINE) is a monetary function that is used to capture a transaction that was previously authorized. If an Auth Only was performed or a voice authorization was received, follow the steps below to complete the transaction.

Ticket Only — Card Swipe

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [-] [OFFLINE].
ENTER PASSWORD [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
TICKET ONLY MUST FIRST RECV AUTH [▲] [▲] [▲]	Please wait a few seconds while terminal displays this reminder message.
DINE TAB TAKE-OUT | | | [▲] [▲] [▲]	Select Dine, Tab or Take-Out.
DINE IN ENTER ACCOUNT # [▲] [▲] [▲]	Slide the card through the cardreader.
ENTER LAST 4 DIGITS _ [▲] [▲] [▲] *(optional)*	Key in the last four digits of the account number and press [ENTER]. (This is an optional prompt.)
ENTER SERVER ID _ [▲] [▲] [▲] *(optional)*	Key in the Server ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field. (This is an optional prompt.)
FOOD & BEV AMT? $0.00 [▲] [▲] [▲]	Key in the amount of the sale <u>without</u> the decimal, then press [ENTER].
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the guest check and press [ENTER]. (This is an optional prompt.)

Display Message	Operator Action
APPROVAL CODE _ [▲] [▲] [▲]	Key in approval code previously obtained via voice authorization or through an Auth Only transaction and press [ENTER].
ACCEPTED XXX [▲] [▲] [▲]	When the transaction is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

Ticket Only -- Manual Entry

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [-]key labeled [TKT ONLY].
ENTER PASSWORD [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
TICKET ONLY MUST FIRST RECV AUTH [▲] [▲] [▲]	Please wait a few seconds while terminal displays this reminder message.
DINE TAB TAKE-OUT [▲] [▲] [▲]	Select Dine, Tab or Take-Out.
ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM / YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999), then press [ENTER].
IMPRINT REQUIRED.. IF CARD IS PRESENT! [▲] [▲] [▲]	If a card is present, make an imprint of the card with a manual imprinter.
ENTER SERVER ID _ [▲] [▲] [▲] *(optional)*	Key in the Server ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field. (This is an optional prompt.)

Display Message	**Operator Action**
FOOD & BEV AMT? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal, then press [ENTER].
INVOICE NUMBER? [▲] [▲] [▲] *(optional)*	Key in the guest check and press [ENTER]. (This is an optional prompt.)
APPROVAL CODE _ [▲] [▲] [▲]	Key in approval code previously obtained via voice authorization or through an Auth Only transaction and press [ENTER].
ACCEPTED XXX [▲] [▲] [▲]	When the transaction is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

The finished Ticket Only receipt will look like this:

TICKET ONLY RECEIPT	-Transaction type specification
RESTAURANT CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:001 VISA DINE IN TKTO/SWIPED Acct: XXXXXXXXXXXXX EXP: 12/00 JOHN DOE Invoice: XXXXXXXX SERVER ID: XXXX APPROVAL CODE: XXXXXX	-Item #, card & trans type, entry method -Card number, expiration date -Cardholder's name (if card is swiped) -Approval code previously received via Call Center or Auth Only
FOOD / BEV / TAX $ 00.00	-Food, beverage and tax
TIP $_____	-Tip
TOTAL $_____	-Purchase amount
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 11:00A Response: ACCEPTED XXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

VOID

A Void is a monetary transaction used to cancel a transaction completed in an open batch. Follow the steps below to void a transaction.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [VOID].
ENTER PASSWORD [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
VOID..ENTER ITEM # _ [▲] [▲] [▲]	Key in the item number displayed on the receipt, or found in the item review and press [ENTER], OR simply press [ENTER] to select the first item.
000 DINE $0.00 PREV NEXT NEW [▲] [▲] [▲] *Alternately Displays With* 000 DINE $0.00 To select Push ENTER [▲] [▲] [▲]	The first line displays the item number, the transaction type, and the dollar amount. Press the: left [▲] key to see the previous item; middle [▲] key to choose the next item number; right [▲] key to enter a new item number; OR press [ENTER] to select the displayed item.
000 DINE $0.00 VOID VIEW [▲] [▲] [▲]	Press the left [▲] key to initiate the void OR press the right [▲] key to display additional information regarding this transaction (i.e., item#, trans type, total amount, card type, card number, entry method, approval code, tip amount, transaction time and date, and server ID).
Void Item 000...Press ENTER to confirm! [▲] [▲] [▲]	Press [ENTER] to confirm the void.
Item #000 VOIDED! [▲] [▲] [▲]	The transaction is voided and the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

The finished Void receipt will look like this:

VOID RECEIPT	-Transaction type specification
RESTAURANT CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:001 VISA DINE IN VTKTO/SWIPED Acct: XXXXXXXXXXXXX EXP: 12/00 Invoice: XXXXXX SERVER ID: XXXXXXXX	-Item #, card & trans type, entry method -Card number, expiration date -Cardholder's name -Invoice # and Operator ID (optional)
FOOD / BEV / TAX $ 00.00	-Food, beverage and tax
TIP $_____	-Tip
TOTAL $_____	-Purchase amount
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Sat Time: 12:00P Response: VOID TKTO XXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

REVIEW

The Review function enables the reviewing and printing of transactions currently stored in the batch. The review function includes a variety of options: Item Review, Totals Review for Card and Server ID totals (when applicable), Item Detail Report, and Totals Reports for Card and Server ID totals (when applicable). Reports can be displayed on the LinkPoint 3000 display panel or, if a printer is available, printed.

VIEW (Without Printing)

Item Review

The procedures outlined below show how to display detailed transaction information.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT [▲] [▲] [▲]	Press the left [▲] key to select ITEM.
VIEW? TIP? TAB? [▲] [▲] [▲]	Press the left [▲] key to select VIEW.
ENTER ITEM # [▲] [▲] [▲]	Key in the item number to review and press [ENTER] OR press [ENTER] for the first selection.
001 SALE: $ 10.00 PREV NEXT VIEW [▲] [▲] [▲]	Press the left [▲] key to see the previous item, the middle [▲] key to choose the next item, or press the right [▲] key to view the selected item.
ITEM NUM: 008 <--- --->[▲] [▲] [▲]	Press the right [▲] key or the left [▲] key to scroll through the transaction information (i.e., transaction type, total, card type, card number, entry method, approval code, tip amount, transaction date and time, server ID, invoice number & item number).

Total Review (Card Totals)

The procedures outlined below show how to display card totals information.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT [▲] [▲] [▲]	Press the middle [▲] key to select TOTAL.
CARDS SERVER ID [▲] [▲] [▲]	Press the left [▲] key to select CARDS.
ENTER CARD TYPE [▲] [▲] [▲]	Select card type: 1=MasterCard 2=VISA 3=AMEX 4=Discover / NOVUS 5=Diners Club 6=JCB 7=FDC 8=Debit and press [ENTER] OR press [ENTER] for all cards.
MASTERCARD $ 10.00 [▲] [▲] [▲]	The terminal displays the totals for the selected card.
or	*or*
BATCH TTL $ 200.00 [▲] [▲] [▲]	The terminal displays the grand total for all cards (batch total). Press [CLEAR] to return to the READY message.

Total Review (Server Totals)

This is an optional report. If enabled, this report can be reviewed by following the procedures outlined below.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT | | | [▲] [▲] [▲]	Press the middle [▲] key to select TOTAL.
CARDS SERVER ID | | [▲] [▲] [▲]	Press the right [▲] key to select SERVER ID.
ENTER SERVER ID _ [▲] [▲] [▲]	Key in the individual Server's ID number (up to four alphanumeric characters) and press [ENTER] OR press [ENTER] to view the total for all Server IDs.
SV 0001 $ 10.00 PREV ID NEXT ID [▲] [▲] [▲]	The terminal displays the total for the individual Server's ID. Press the right [▲] key to select the next ID, or press the left [▲] key to select the previous ID.
or	*or*
SV TOTALS $ 10.00 [▲] [▲] [▲]	If [ENTER] was pressed, the terminal displays the grand total for all operators. After reviewing the Server ID totals, press [CLEAR] to return to the READY message.

PRINTING REPORTS

Item Detail Report

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT [▲] [▲] [▲]	Press the right [▲] key to select PRINT.
ITEM SERVR SUMMARY [▲] [▲] [▲]	Press the left [▲] key to select ITEM.
ITEM DETAIL PRINTING... [▲] [▲] [▲]	After printing stops, users can choose to print another report OR simply press [CLEAR] to return to the READY message.

The finished Item Detail Report will look like this:

```
                    ITEM DETAIL REPORT                          -Transaction type specification

                    RESTAURANT STORE                            -Customized header (up to 6 lines)
                  CROSSROADS MEGA-MALL
                      123 MAIN STREET
                    ANYWHERE, USA 12345
                    PHONE: (XXX) XXX-XXXX
                     FAX: (XXX) XXX-XXXX

Merchant ID: XXXXXXXXXXXX                                       -Merchant ID
Terminal ID: XXXX                                               -Terminal ID
Date: 01/03/00      Day: Mon            Time: 11:30P            -Date, day, time of transaction

                   CREDIT TRANSACTIONS
                   -------------------
Item: 001     VISA DINE IN SALE/SWIPED                          -Item #, card type, transaction type,
                                                                 entry method
Acct: XXXXXXXXXXXX       EXP DATE: 10/99                        -Account #, expiration date
Invoice: XXXXXXXX        Server ID: XXXX                        -Invoice #, Server ID
Date: 01/03/00           Time: 12:40P                           -Date of transaction, time of transaction
RESP: AUTH/TKT XXXXXX                                           -Approval code/response
            AMOUNT        TIP          TOTAL                    -Amount
$             50.00     $  5.00      $  55.00

                   DEBIT TRANSACTIONS
                   ------------------
Item: 999     ATM/DEBIT  DINE IN                                -Item #, card type, transaction type,
Acct: XXXXXXXXXXXX      EXP:  10/99                             -Account number, expiration date
Invoice:  XXXXX   SERVER ID: XXXX                               -Invoice #, Server ID
Date: 01/02/00                Time: 12:30P                      -Date of transaction, time of transaction
RESP:  APPROVED  XXXXXX                                         -Approval code/response
AMOUNT     TIP     CASH       FEE        TOTAL                  -Amounts
  15.00    1.00    20.00       9.99       45.99


                      END OF BATCH
```

Summary Report (Card Totals)

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT [▲] [▲] [▲]	Press the right [▲] key to select PRINT.
ITEM SERVR SUMMARY [▲] [▲] [▲]	Press the right [▲] key to select SUMMARY. The report will print immediately if the BAR TAB feature is not enabled.
TOTALS OPEN TABS [▲] [▲] [▲]	Press the left [▲] key to select TOTAL. (If BAR TABS are enabled)
TOTALS PRINTING... [▲] [▲] [▲]	After printing stops, users can choose to print another report OR simply press [CLEAR] to return to the READY message.

The finished Summary Report will look like this:

BATCH SUMMARY REPORT

RESTAURANT STORE

Merchant ID: XXXXXXXXXXXXXXX
Terminal ID: XXXX

Date: 01/03/00 Time: 11:30P

MASTERCARD/VISA SUMMARY

CARD	ITEM	TRAN	ACCT#	TIP	TOTAL
MC	002	SALE	5-4444	2.00	12.00
			MC TTLS:		$ 14.00
VISA	001	SALE	4-6666	10.00	15.00
			VISA TTLS:		15.00
			MC/VISA TOTALS:		$ 29.00

MISC CREDIT CARD SUMMARY

CARD	ITEM	TRAN	ACCT#	TIP	TOTAL
AMEX			NO TRANS		
DC			NO TRANS		
DISC			NO TRANS		
OTHR			NO TRANS		
MISC CREDIT CARD GRAND TTL				0.00	0.00

@@@@@@@@@@@@@@@@@@@@@@@@@@
CREDIT CARD GRAND TTL $ 29.00 @
@@@@@@@@@@@@@@@@@@@@@@@@@@

SERVER TOTALS REPORT

SERVER ID	TRANS	TIP	TOTAL
001	003	5.00	24.00
	===	=======	========
TOTALS:	003	$ 5.00	$ 29.00

DEBIT CARD SUMMARY

ITM	ACCT#	FOOD/BEV	TIP	CASH	FEE	TTL
999	XXXXX	15.00	1.00	20.00	9.99	45.99
		======	======	=====	=====	====
TOTALS:		$15.00	$1.00	$20.00	$9.99	$45.99

-Transaction type specification

-Customized header (up to 6 lines)

-Merchant ID
-Terminal ID

-Date, time of transaction

-This section contains the card type, item number, transaction type, truncated account number (first and last 4 digits), tip amount (restaurant only), and transaction total for each MasterCard and Visa transaction in the batch

-This section contains the card type, item number, transaction type, truncated account number (first and last 4 digits), tip amount (restaurant only), and transaction total for other cards (i.e., AMEX, Discover, etc.) currently in the batch

-Miscellaneous grand total

-Credit card grand total

-This section contains the Server ID, transaction number, tip amount and total

-This section will print if ATM/Debit service is enabled

An alternate, optional SPECIAL BREAKDOWN Summary Report will look like this (it breaks out each the DINE IN, BAR TAB and TAKE OUT transactions in separate groupings):

BATCH SUMMARY REPORT

-Report type specification

RESTAURANT STORE

-Customized header (up to 6 lines)

Merchant ID: XXXXXXXXXXXXXXX
Terminal ID: XXXX

-Merchant ID
-Terminal ID

Date: 01/03/00 Time: 11:30P

-Date, time of transaction

DINE-IN

CARD	ITEM	TRAN	ACCT#	TIP	TOTAL
MC	002	SALE	5-4444	2.00	12.00
VISA	001	SALE	4-6666	10.00	15.00
			=====	=====	=====
		MC/VISA TTLS:		12.00	27.00
		OTHER TTLS:		0.00	0.00
			=====	=====	=====
		TOTAL DINE :			$27.00

-This section contains the card type, item number, transaction type, truncated account number (first and last 4 digits), tip amount (restaurant only), and transaction total for Dine In transactions currently in the batch

TAKE OUT ORDERS

CARD	ITEM	TRAN	ACCT#	TIP	TOTAL
MC	004	SALE	5-4444	2.00	12.00
VISA	005	SALE	4-6666	10.00	15.00
			=====	=====	=====
		MC/VISA TTLS:		12.00	27.00
		OTHER TTLS:		0.00	0.00
			=====	=====	=====
		TOTAL DINE :			$ 27.00

-This section contains the card type, item number, transaction type, truncated account number (first and last 4 digits), tip amount (restaurant only), and transaction total for Take Out Orders currently in the batch

BAR TABS

CARD	ITEM	TRAN	ACCT#	TIP	TOTAL
MC	003	SALE	5-4444	2.00	12.00
VISA	006	SALE	4-6666	10.00	15.00
			=====	=====	=====
		MC/VISA TTLS:		12.00	27.00
		OTHER TTLS:		0.00	0.00
			=====	=====	=====
		TOTAL DINE :			$ 27.00

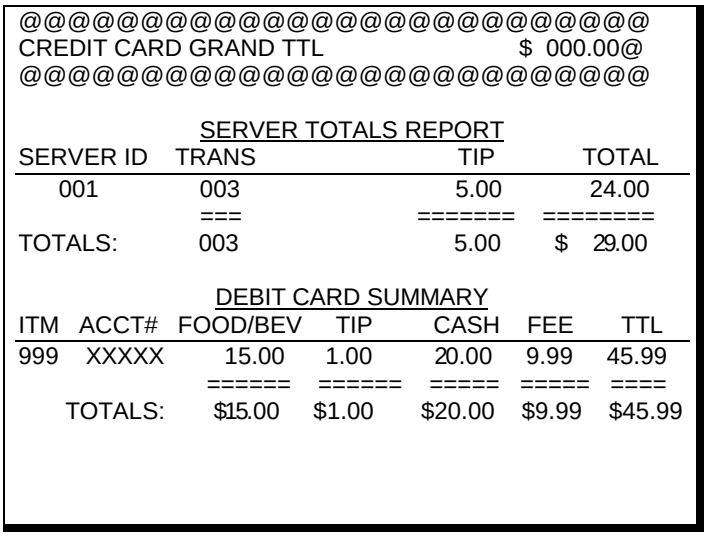
-This section contains the card type, item number, transaction type, truncated account number (first and last 4 digits), tip amount (restaurant only), and transaction total for Take Out Orders currently in the batch

RETURNS

CARD	ITEM	TRAN	ACCT#	TIP	TOTAL
MC	007	SALE	5-4444	2.00	12.00
VISA	008	SALE	4-6666	10.00	15.00
			=====	=====	=====
		MC/VISA TTLS:		12.00	27.00
		OTHER TTLS:		0.00	0.00
			=====	=====	=====
		TOTAL DINE :			$27.00

-This section contains the card type, item number, transaction type, truncated account number (first and last 4 digits), tip amount (restaurant only), and transaction total for credit card RETURNS currently in the batch

The SPECIAL BREAKDOWN Summary Report is continued below:



@@@@@@@@@@@@@@@@@@@@@@@@@@
CREDIT CARD GRAND TTL $ 000.00@
@@@@@@@@@@@@@@@@@@@@@@@@@@

SERVER TOTALS REPORT

SERVER ID	TRANS	TIP	TOTAL
001	003	5.00	24.00
	===	=======	========
TOTALS:	003	5.00	$ 29.00

DEBIT CARD SUMMARY

ITM	ACCT#	FOOD/BEV	TIP	CASH	FEE	TTL
999	XXXXX	15.00	1.00	20.00	9.99	45.99
		======	======	=====	=====	====
	TOTALS:	$15.00	$1.00	$20.00	$9.99	$45.99

-Credit card grand total

-This section contains the Server ID, transaction number, tip amount and total

-This section will print if ATM/Debit service is enabled

Open Tab Detail Report

This report is available for printing only when the Bar Tab feature is enabled and there exists one or more unfinalized bar tab.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT [▲] [▲] [▲]	Press the right [▲] key to select PRINT.
ITEM SERVR SUMMARY [▲] [▲] [▲]	Press the right [▲] key to select SUMMARY.
OPEN TOTALS TABS [▲] [▲] [▲]	Press the right [▲] key to select BAR TABS.
OPEN TAB REPORT PRINTING... [▲] [▲] [▲]	After printing stops, users can choose to print another report OR simply press [CLEAR] to return to the READY message.

The finished Open Tab Detail Report will look like this:

OPEN TAB DETAIL REPORT	-Transaction type specification
RESTAURANT STORE CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merchant ID: XXXXXXXXXXXX	-Merchant ID
Terminal ID: XXXX	-Terminal ID
Date: 01/03/00 Day: Mon Time: 11:30P	-Date, day, time of transaction
TAB# 001 CARD: VISA Server ID: XXXX	-Tab (item) #, Card type, Server ID
Acct: XXXXXXXXXXXX EXP DATE: 10/99	-Account #, expiration date
RESP: APPROVED XXXXXX AMT: $ 50.00	-Approval code/response, amount
END OF OPEN TABS	

Summary Report (Server Totals)

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD - [▲] [▲] [▲]	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT [▲] [▲] [▲]	Press the right [▲] key to select PRINT.
ITEM SERVR SUMMARY [▲] [▲] [▲]	Press the middle [▲] key to select SERVR.
SERVER ID? [▲] [▲] [▲]	Key in the individual Server's ID number (up to four alphanumeric characters) and press [ENTER] OR press [ENTER] to print the total for all Server IDs.
SVR ID #0002 PRINTING... [▲] [▲] [▲]	After printing stops, users can choose to print another report OR press [CLEAR] to return to the READY message.
or	*or*
All server totals PRINTING... [▲] [▲] [▲]	After printing stops, users can choose to print another report OR press [CLEAR] to return to the READY message.

The finished Summary Report for a single Server's total will look like this:

```
                    SERVER XXXX REPORT

                       RESTAURANT
                  CROSSROADS MEGA-MALL
                     123 MAIN STREET
                   ANYWHERE, USA 12345
                   PHONE: (XXX) XXX-XXXX
                    FAX: (XXX) XXX-XXXX


Merch ID: XXXXXXXXXX
Terminal ID: XXXX
Date: 01/08/00      Day: SAT          Time: 01:30P

  ITEM     CARD     TRAN      TIP      TOTAL

  001      4-1234   DINE     5.00      25.00
                    =====    =====     ======
           GRAND TOTALS:    $5.00     $25.00


$    5.00 TIPS RECEIVED BY SERVER 03
```

-Transaction type specification

-Customized header (up to 6 lines)

-Customer ID
-Terminal ID
-Date, Day and Time

-Server ID, truncated card #, trans type, tip amount and total

-Total tip amount for Server

The finished Summary Report for all Servers will look like this:

```
                  SERVER TOTALS REPORT

                     RESTAURANT STORE
                  CROSSROADS MEGA-MALL
                     123 MAIN STREET
                   ANYWHERE, USA 12345
                   PHONE: (XXX) XXX-XXXX
                    FAX: (XXX) XXX-XXXX


Merch ID: XXXXXXXXXX
Terminal ID: XXXX
Date: 01/06/00      Day: SAT      Time: 01:30P

SERVER ID      TRANS        TIP          TOTAL
    0001           5       10.00         100.00
    0002           3       15.00         150.00
    0003           7       10.00         200.00
    0004           4       20.00         350.00
                 ======    =======       =======
 TOTALS:          19       55.00         800.00

                  END OF SERVERS
```

-Report type specification

-Customized header (up to 6 lines)

-Customer ID
-Terminal ID
-Date and time

-Server ID, number of transactions, total amount

-Grand total of all servers

REPRINT

The reprint function prints a duplicate copy of a captured transaction before the batch is closed. This feature cannot be used to reprint an Auth Only transaction.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [÷] key (REPRINT / PRINT key).
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
Reprint...Enter Item # _ [▲] [▲] [▲]	Key in the item number to print a duplicate receipt and press [ENTER].
001 SALE: $10.00 [▲] [▲] [▲]	If the item number is found, the printer will print a duplicate receipt. After printing stops, press [CLEAR] to return to the READY message.

A duplicate receipt will look like this:

DUPLICATE	
VOID RECEIPT	-Transaction type specification
RESTAURANT	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX	-Customer ID
Terminal ID: XXXX	-Terminal ID
Item:001 VISA VSALE / SWIPE	-Item #, card type, transaction type, entry method
Acct: XXXXXXXXXXXXX EXP: 12/00	-Card number, expiration date
JOHN DOE	-Cardholder name (if card is swiped)
FOOD / BEV / TAX **$ 00.00**	-Food, beverage and tax
TIP **$**_____	-Tip
TOTAL **$**_____	-Purchase amount
X_____	-Cardholder's signature
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (CUSTOMER AGREEMENT IF RETURN)	-Customized Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P	-Date, day, and time of transaction
Response: VOID SALE XXX	-Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

CLOSE BATCH

The Close Batch procedure is a monetary transaction used to summarize daily sales and ticket only functions for electronic deposit into the merchant's bank account. Follow the steps below to summarize transactions for electronic deposit. Auto Close is not available on the restaurant application.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [CLOSE].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
OPEN TAB REPORT PRINTING… [▲] [▲] [▲]	Bar tabs not yet closed will print first. Finalize any Tabs using the procedure on page 58.
UNTIPPED ITEMS PRINTING… [▲] [▲] [▲]	Untipped items will then automatically print for review and finalization. Finalize any untipped items following the procedure on page 55.
END OF BATCH [▲] [▲] [▲]	No operator action required as this message displays briefly.
PRINT REPORT? YES NO [▲] [▲] [▲] *(optional)*	Press the left [▲] key to print a report or the right [▲] key to skip this step. (This is an optional prompt.)
ENTER TOTAL AMOUNT $ 0.00 [▲] [▲] [▲] *(optional)*	Key in the total batch amount and press [ENTER]. Depending on setup, this prompt may or may not appear. (This is an optional prompt.)
Terminal displays several messages	Please wait while the terminal communicates with the host computer.
CLOSE 000000.00 [▲] [▲] [▲]	After printing stops, press [CLEAR] to return to the READY message.

The completed Batch receipt will look like this:

BATCH CLOSED	
MERCH ID: XXXXXXXXXXXXXX	-Merchant ID
TERMINAL ID: XXXX	-Terminal ID
DATE 01/03/00 TIME 11:00P	-Date and time of close
# ITEMS: XXX	-Total number of items in batch
RESP: CLOSE 00000.00	-Response from host, total dollar amount of transactions in batch

APPENDIX A—PROMPTS

This appendix explains the meaning of the different terminal prompts.

ADJUST TAB	The ability to change the tab amount that was initially authorized.
ADJUST TIP	The ability to change a tip amount before closing the batch.
ALREADY VOIDED	The selected item in the batch was already voided.
APPROVAL CODE	This message prompts for the entry of the authorization code during a Ticket Only transaction.
BAR TAB	An accumulated amount for a customer's bar purchases.
BATCH SUMMARY	Displays during the printing of a report which includes: individual bank card transactions and totals, credit card transactions and totals, and ATM / Debit card totals.
BATCH FULL-PLS CLOSE	This message displays just before the terminal buffer is completely full to prevent the terminal from locking up; instructs the user to close the batch before being able to continue.
CALL CENTER	Contact the voice authorization center and request a verbal approval.
CASHBACK?	This message prompts after AMOUNT OF SALE during an ATM / Debit sale.
CASHBACK AMOUNT?	This message prompts after YES is selected at the CASH BACK? prompt.
CLEAR TO RESUME	This is the main menu display in the boot mode.
CLOSE TAB	To enter the final total for a customer's bar purchases.
COMM FAILURE	(1) Displays when the terminal attempts to dial out after the maximum number of allowable times (customizable). (2) Displays when no telephone line is detected.
CONNECT ERROR	The terminal has detected an error while connecting to the host computer. Please try the transaction again.
CONNECTED!	This message displays when the terminal connects to the host computer.
CUSTOMER CANCELED	The cardholder pressed [CLEAR] on the PINpad and canceled the transaction.

DECLINED	The card has been declined by the host computer.
DEMONSTRATION ONLY! NOT AN ACTUAL SALE	Prompts at the beginning of each demo transaction.
DIALING...	This message is displayed when the terminal begins dial out.
DINE IN	The entry method defining a sale where the customer dines within the establishment.
ENTER APPL. ID	This message prompts during the download request.
ENTER LAST 4 DIGITS	Card fraud protection prompt displayed after a card is swiped.
ENTER PASSWORD	This message prompts when a password is required to access a function or transaction.
ENTER PHONE NUMBER	This message prompts during the download request.
ENTER TERMINAL ID	This message prompts during the download request.
ERROR!...NO MATCH	The 4 digits entered do not match the last 4 digits encoded on the magnetic stripe of the card. Attempt to re-enter the last 4 digits. If there is no match again, the terminal will return to the READY message.
EXPIRED CARD	The expiration date sent with the authorization request indicates that the card has expired. If the card is not expired, the terminal may be programmed with the incorrect date.
EXPIRY DATE? (MMYY)	This message prompts after the keyed entry of the cardholder's account number.
FOOD AND BEV TOTAL?	The prompt requesting the total amount of the sale without the decimal point.
IMPRINT REQUIRED IF CARD PRESENT!	This message prompts for approximately four seconds after the card number and the expiration date are keyed.
INCORRECT AMOUNT	The terminal allows a maximum amount entry of nine positions including the decimal point ($123456.78) or a minimum amount entry of $.01. The amount entered does not fall within these parameters.
INVALID AMOUNT	This message displays when a zero amount is entered for credit card transactions.
INVALID CARD NUMBER	The cardholder's account information transmitted to the host computer is not valid (i.e., sending incorrect magnetic stripe data).

INVALID EXP DATE	The expiration date entered was formatted incorrectly. The correct date format is MMYY (i.e., for January 1999, 0199 should be entered).
INVALID PIN	The transaction was DECLINED because the customer entered an incorrect PIN.
INVALID SERVICE	Optional service is not enabled.
INVALID TERM ID	The terminal has been programmed incorrectly.
INVALID TRAN TYPE	The terminal may not be programmed to accept this transaction (i.e., terminal may not be setup to accept this card type).
INVALID ZIP CODE	The zip code was entered incorrectly. The correct format is a 5- or 9-digit zip code.
ITEM NOT FOUND!	The terminal could not locate the particular item number selected. Try a different item number.
KEY NOT ACTIVE	This message displays when an unavailable key is pressed.
LINE ERROR	There may be a communication problem between the terminal and the host computer.
MOD-10 CHECK	The account number of the swiped/keyed card is invalid.
MODEM ERROR	The terminal has detected a problem with its modem. Try the transaction again.
MUST FIRST RECV AUTH	This message prompts for approximately three seconds each time the [OFFLINE] key is pressed.
MUST PERFORM FULL DOWNLOAD FIRST	This message prompts when a partial download is requested but the application is not yet loaded into the terminal.
NO CARRIER	This message displays when a modem/RS232 error occurs.
NO DIAL TONE	This message displays when the phone line is not detected.
NO LINE	The terminal cannot detect a telephone line connection. Make sure that the telephone cord is securely plugged into the terminal.
NO PIN PAD	A PINpad is not connected to the terminal or it is not activated. An ATM/Debit sale cannot be performed without a PINpad.
NO PHONE NUMBER	The message displays when the primary host and/or the secondary host phone number(s) were not downloaded into the terminal.

NO TOTALS FOUND!	No transactions were found for the card type selected.
NOT FOUND!...	The terminal displays this message when it cannot find the information requested (i.e., there is no item number 99 in the current batch).
OPEN TAB	This displays at batch closure when a Bar Tab requires finalization.
PICK UP CARD	The host computer has detected that the card used is no longer valid or it may be lost or stolen.
PREV NEXT NEW	This message displays on line 2 during a VOID request.
PRINTER DISABLED! CHECK PRINTER!	User may not have a printer or it may not be installed properly. Check that the printer is securely connected to the back of the terminal, that the power is turned on, and that it is enabled via the terminal setup.
PRINTER REQUIRED FOR DEBIT CARD SALES	This message prompts when the [ATM/DEBIT] key is pressed but a printer is not connected/enabled. A printer must be connected, enabled, and powered on to perform an ATM/Debit sale.
PROMPTS FILE	Displays during initialization of the terminal after a full or a partial download.
READY XXX	The line 1 default idle prompt displays the number of transactions left in the batch.
RECEIVING...	This message displays when the terminal is receiving a response from the host computer via modem.
SERVER ID	An optional number (1-4 digits) used to define different servers.
SWIPE ONLY	(1) User attempted to key in an ATM/Debit sale. ATM/Debit sales must be swiped. (2) User attempted to key in a transaction when the terminal is downloaded with the KEYED parameter disabled.
SWIPE CARD AGAIN NOW	The card was swiped incorrectly or another card error condition exists.
TAKE OUT	The entry method defining a purchase taken out of an establishment.
TIP AMOUNT?	The prompt requesting the total amount of the tip.
TO SELECT PUSH ENTER	Alternate display with the PREV NEXT NEW message.

TRANSMITTING...	This message displays when the terminal is sending transaction data to host via modem.
TRY AGAIN	The card may have been improperly swiped through the cardreader— attempt to swipe the card again.
UNDEFINED CARD TYPE	The card number does not match the required account range settings. If the account number is valid, the terminal is not properly setup to accept that particular card type.
UNREADABLE CARD	The magnetic stripe of the swiped card may be damaged or the cardreader may be obstructed or otherwise requires cleaning.
VOID VIEW	This message displays on line 2 when an item is selected to be voided.
WAITING FOR ANSWER	This message displays when the terminal is waiting to connect to the host computer or when the phone number programmed is incorrect and cannot connect to the host.
WAITING FOR PIN	Prompts on the PINpad while it waits for the customer to enter his/her PIN.

APPENDIX B—TROUBLESHOOTING GUIDELINES

This appendix identifies some problems that may be encountered and the actions necessary to correct them.

DISPLAY PANEL MALFUNCTION

If the LinkPoint 3000 displays incorrect information, such as an unreadable message or nothing at all, it may have a power problem or be a defective terminal. The terminal application may not have been properly loaded.

KEYPAD MALFUNCTION

Check the display panel. If it displays the wrong characters or nothing at all, refer to the section "Display Panel Malfunction" above. Press several keys; a "beep" should be heard each time. If the "beep" works, make sure the correct data is being entered.

PRINTER MALFUNCTION

Check that the printer paper is properly loaded in the printer. The printer will not operate unless a roll of paper is correctly installed. Check the terminal for signs of power failure. Press the [CLEAR] key and try the operation again; an improper command may have been used.

GLOSSARY

12 Hour Clock Downloaded feature which allows the display of time in 12 or 24 hour format.

AC Alternating Current is used as a primary source of power by AC adapters and power supplies.

AC Adapter A device that converts AC electrical current to a different DC current so that it can be used by a particular device.

Account Number (1) A unique series or group of digits used to numerically identify each cardholder. (2) The unique identification number assigned to the account of a specific party, within a given institution.

Alphanumeric Capable of using both alphabetic and numeric characters, as in a display panel, keypad, or a computer keypad.

Application A software program designed with special codes, stored in the memory for a specific purpose or customer.

ATM / Debit A monetary function that transfers funds from the cardholder's ATM / Debit account.

Authorization The process used by card issuers to approve or decline a transaction request.

Authorization Only A nonmonetary function that verifies the availability of the cardholder's credit and reserves the authorized amount.

Baud Signaling speed equal to the number of signal events per second.

Cardreader The slot on the terminal that automatically reads the magnetic stripe or bar code on the back of an encoded card (bankcard or credit card).

Carrier A frequency signal or tone sent over the telephone or communication line and modulated by the modem to transmit / receive data.

Cashback Minimum Downloaded feature to establish the minimum amount of cash back allowed by the merchant.

Cashback Maximum Downloaded feature to establish the maximum amount of cash back allowed by the merchant.

Close (Host Response) The batch was successfully closed and the transactions sent to the host computer.

Close Batch A monetary transaction used to summarize the day's transactions for electronic deposit to the Merchant's bank account.

CPU Central Processing Unit. The brain of the computer or terminal that controls either directly or indirectly every function and device associated with the computer / terminal.

Customer ID Number A number used by merchants to identify themselves to the host computer at their bank or financial institution.

Data Information prepared in a particular format for use by the terminal or host computer for a specific transaction or operation.

Display The small screen on the terminal that displays messages to guide users through different operations and to alert users when errors or problems occur.

EPROM Erasable Programmable Read-Only Memory. A type of memory chip permanently stored in the terminal. Contains the standard application, operating system, and fixed prompts.

File A collection of related data.

Force (Host Response) There was a discrepancy between the transactions sent to the host and the transactions stored in the host computer. The terminal forced closure, the batch was successfully closed, and the transactions sent to the host computer.

Fraud Control Measures taken to prevent unauthorized use of a credit or debit card.

Host Computer A computer used to process credit card and debit card transactions.

Invalid (Host Response) One or more credit card numbers sent to the host computer were invalid. The terminal forced closure, the batch was successfully closed, and the information sent to the host computer.

Keypad The key panel used for entering data and performing operations.

Telephone Line Cord A type of cord with modular plugs for connecting a device to another device or outlet.

Manual Transaction Transaction using account information entered from the keypad rather than automatic reading devices such as the cardreader.

PIN Personal Identification Number. A four- to sixteen-digit confidential code or electronic signature used by the cardholder to identify themselves to the host computer as the proper user of a credit or debit card.

PINpad A Personal Identification Number pad is an encrypted input device used for entering a private identification code that validates a transaction.

Reprint A nonmonetary transaction used to print a duplicate copy of a captured transaction before the batch is closed.

Return A monetary transaction used to reverse a previous day's transaction. This transaction credits the cardholder's account.

Review A nonmonetary function used to review and print individual items and batch totals as an aid in reconciling a given day's transactions.

Sale A monetary transaction that initiates the transfer of funds. A Sale can be transacted either by card swipe (magnetic cardreader) or by manual entry of the information.

Scroll To move text across a display screen.

Serial Port A connector used to communicate with host computers, other terminals, and printers.

Swipe The action of sliding a card through a terminal's cardreader.

Terminal A device used to perform transactions. The transactions are processed by the terminal itself or by a host computer. These devices have a display panel, keypad, and cardreader, and are used to enter transaction information.

Ticket Only Also known as Force, Post Auth. or off-line. A monetary transaction used to initiate a deposit in two situations: (1) following an Authorization Only transaction, and (2) to complete a transaction initiated by voice authorization.

Track 1 Data The information stored on track 1 of the card's magnetic stripe includes the cardholder's name, account number, expiration date, and security data.

Track 2 Data American Bankers Association information stored on track 2 of the card's magnetic stripe. Includes the cardholder's account number, expiration date and security data.

Void A monetary transaction used to eliminate a prior "current batch" Sale. A receipt is generated to be included with that day's drafts and tickets.

Index

A

AC 103
AC adapter 103
Account Number 103
Adding Tips 56
  Tip Report 57
Alphanumeric 103
Alphanumeric Data 9
ALREADY VOIDED 97
Application 103
APPROVAL CODE 97
ATM/Debit 62, 68
  ATM/Debit sales receipt 64, 70
Auth only 71
Authorization 103

B

Backspace Key 40
Bar Tab (Open) -- Swipe 50
Basic Operation 40
  Transaction Keys 40
BATCH SUMMARY 97
Baud 103
Boot Mode Functions 12
Boot Mode Password 12
BUFFER FULL-CLOSE 97

C

Calculator 41
CALL CENTER 97
Cardreader 8, 11
  definition 103
  Using 40
Carrier 103
CASH BACK 6
CHECK PRINTER! 100
Clear Batch 45, 46
Clear Memory 18
Close (host response) 103
Close Batch 95
  receipt 95
Closing Bar Tab 58
  Bar Tab Report 59
Cold Start 12
COMM FAILURE 97
CONNECT ERROR 97
CUSTOMER CANCELED 97
Customer ID Number 104

D

Data 104
DECLINED 97
Dimensions 11
Dine In -- Swipe 49
Dine In / Bar Tab & Take Out
  Bar Tab receipt 54
  Dine In receipt 52, 61
  Take Out receipt 54
Dine In / Bar Tab or Take Out -- Manual 52
Display 11
  definition 104
Display Panel 8
DISPLAY PANEL MALFUNCTION 102
download parameters 33
Download Procedures 26
  Direct PC-to-POS Download 28
  Direct PC-to-POS Download (Shortcut) 30
  POS-to-POS Download (Master/Slave) 31

E

EPROM 104
Error Messages 97
ERROR!...NO MATCH 98
EXPIRED CARD 98

F

File 104
Force (host response) 104
Fraud Control 104

G

getting started 3
glossary 103

H

Hardware 8
Host Computer 104

I

INCORRECT AMOUNT 98
Installation 4
Invalid (host response) 104
INVALID AMOUNT 98
INVALID CARD NUMBER 98
INVALID EXP DATE 98
INVALID PIN 98
INVALID SERVICE 98
INVALID TERM ID 99
INVALID TRAN TYPE 99
INVALID ZIP CODE 99
Item 80
ITEM NOT FOUND! 99

K

Keypad 9, 11
  definition 104

KEYPAD MALFUNCTION 102

L

Line Cord 104
LINE ERROR 99

M

Maintenance 5
Manual Transaction 104
Memory 11
Microprocessor 11
Model Number 17
Modem 11
MODEM ERROR 99

N

NO LINE 99
NO PIN PAD 99
NO TOTALS FOUND! 99
NOT FOUND!.. 99

O

Operating Environment 11

P

Password Protect 36
Peripheral Ports 11
PICK UP CARD 99
PIN 104
PIN pad 2
  definition 104
Power Connector 11
Power Requirements 11
PRINTER DISABLED! 100
PRINTER MALFUNCTION 102
PRINTER REQUIRED FOR DEBIT CARD SALES 100
Printers 2
Printing Report
  operator total summary receipt 87, 92
Printing Reports
  card total sumary receipt 86, 87
  card total summary 85, 89
  item detail 83
  item detail receipt 84, 90
  operator total summary 91
PRINTING REPORTS 83

R

Reprint 93
  receipt 93
Return 65
review 80
Review
  card totals 81
  item 80
  operator totals 82

S

Scroll
  definition 105
Serial Port
  definition 105
Service 5
Setup
  Date 13
  PIN pad Port 16
  Printer Port 14
  RS232 Port 15
  Time 13
Software 6
specifications 11
standard key operations 48
Swipe
  definition 105
SWIPE ONLY 100

T

Take-Out Order – Swipe 51
Telco Connector 11
Terminal
  definition 105
Terminal Diagnostics 19
  Cardreader Test 23
  Clock Test 20
  Dialer Test 20
  Display Test 19
  Keyboard Test 19
  Line Voltage Test 21
  Memory Analysis 24
  Modem Answer Test 22
  Modem Originate Test 21
  Serial Port Test 24
Terminal Features 6
Terminal Functions 42
  Clear Batch 45, 46
  Demo Mode Enable/Disable 43
  Printer Enable/Disable 42
  Technical Specification Printout 44
Ticket Only 74
Track 1 Data
  definition 105
Track 2 Data
  definition 105
TRANSACTION FEE 6
troubleshooting 97
TRY AGAIN 100

U

UNDEFINED CARD TYPE 100
Unpacking 3

UNREADABLE CARD 100

V

Void 78

W

WAITING FOR PIN PAD 101

warranty 5
Weight 11

Z

Zontalk 26, 33, 36